My Passport™ for Mac®

Portable Hard Drive

User Manual

Western Digital®

WD Service and Support

Should you encounter any problem, please give us an opportunity to address it before returning this product. Most technical support questions can be answered through our knowledge base or e-mail support service at *support.wdc.com*. If the answer is not available or if you prefer, please contact WD at the best telephone number shown below.

Your product includes 30 days of free telephone support during the warranty period. This 30-day period starts on the date of your first telephone contact with WD Technical Support. E-mail support is free for the entire warranty period and our extensive knowledge base is available 24/7. To help us keep you informed of new features and services, remember to register your product online at *https://www.wdc.com/register*.

Accessing Online Support

Visit our product support website at *support.wdc.com* and choose from these topics:

- **Downloads** - Download drivers, software, and updates for your WD product.
- **Registration** - Register your WD product to get the latest updates and special offers.
- **Warranty & RMA Services** - Get Warranty, Product Replacement (RMA), RMA Status, and Data Recovery Information.
- **Knowledge Base** - Search by keyword, phrase, or answer ID.
- **Installation** - Get online installation help for your WD product or software.

Contacting WD Technical Support

When contacting WD for support, have your WD product serial number, system hardware, and system software versions available.

North America		**Asia Pacific**	
English	800.ASK.4WDC	Australia	1 800 42 9861
	(800.275.4932)	China	800 820 6682/+65 62430496
Spanish	800.832.4778	Hong Kong	+800 6008 6008
		India	1 800 11 9393 (MNTL)/1 800 200 5789 (Reliance) 011 26384700 (Pilot Line)
Europe (toll free)*	00800 ASK4 WDEU	Indonesia	+803 852 9439
	(00800 27549338)	Japan	00 531 650442
		Korea	02 703 6550
Europe	+31 880062100	Malaysia	+800 6008 6008/1 800 88 1908/+65 62430496
Middle East	+31 880062100	Philippines	1 800 1441 0159
Africa	+31 880062100	Singapore	+800 6008 6008/+800 608 6008/+65 62430496
		Taiwan	+800 6008 6008/+65 62430496

** Toll free number available in the following countries: Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Netherlands, Norway, Spain, Sweden, Switzerland, United Kingdom.*

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1 About Your WD Drive

Welcome to your My Passport™ for Mac® ultra-portable hard drive, an elegant, high-capacity storage solution for all the chapters of your digital life. Our latest edition features visual, easy-to-use, automatic, continuous backup software and drive lock security protection.

WD's best-selling My Passport for Mac USB external hard drive features WD SmartWare software that backs up your data automatically and continuously, shows your backup as it happens, and brings back lost files effortlessly.

This introductory chapter includes the following topics:

Major Features of the Drive
Kit Contents
Optional Accessories
Compatibility
Drive Format
Physical Description
Registering Your WD Product
Handling Precautions

Major Features of the Drive

Major features of the My Passport for Mac drive include:

Smaller, sleeker, more streamlined design - We've designed a smaller, high-quality integrated USB hard drive inside a stylish package in a variety of fun colors.

WD SmartWare™ software - An easy-to-use solution for your drive that gives you the power to:

- Protect your data automatically - Relax! Your data is secure. Automatic, continuous backup will instantly make a second copy whenever you add or change a file.
- See your backup as it happens - Seeing is believing. Visual backup organizes and displays your content into categories and shows the progress of your backup.
- Bring back lost files effortlessly - Retrieve your valuable data to its original location whether you've lost all your data, deleted a file, or just overwritten an important file.
- Take control - Customize your backup, set drive security, run diagnostics, manage the power settings, and more from the WD SmartWare control center.

Drive lock - Gain peace of mind knowing that your data is protected from unauthorized access or theft with password protection and 256-bit hardware-based encryption.

USB 2.0 interface - A simple connection that offers convenience and compatibility among multiple computers.

Power miser - My Passport ultra-portable drives are designed to save energy. WD GreenPower Technology™ lowers internal drive power consumption by up to 30%, a sleep mode reduces power during idle times, and a power-saving feature turns the drive on and off with your computer.

Planet friendly - We designed a small box from recycled materials to minimize waste. We encourage you to recycle it.

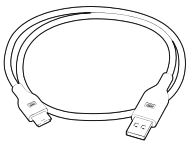
Ready to plug-and-play with Mac computers - Formatted for compatibility with all Mac OS X operating systems.

Support for multiple devices - One installation of the software supports up to three WD devices (My Passport and/or My Book drives) shipped with WD SmartWare software.

Important: For the latest WD product information and news, visit our website at *www.westerndigital.com. For the latest software, firmware, and product documentation and information, go to http://products.wdc.com/updates.*

Kit Contents

- My Passport for Mac ultra-portable hard drive
- WD SmartWare software (included on drive)
- USB micro cable
- Quick Install Guide



USB Micro Cable

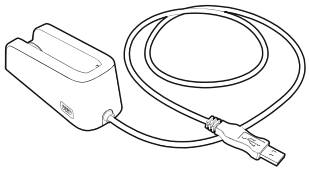
My Passport for Mac Ultra-portable Hard Drive

Quick Install Guide

Optional Accessories

You can use the following accessories with the My Passport drive:

- A special cable that may be needed for computers with limited bus power
- Replacement or additional micro cables
- The My Passport Dock, which holds, charges, and can connect the My Passport drive to your computer



For information on optional accessories for this product, visit:

US	*www.shopwd.com* or *www.wdstore.com*
Canada	*www.shopwd.ca* or *www.wdstore.ca*
Europe	*www.shopwd.eu* or *www.wdstore.eu*
All others	Contact WD Technical Support in your region. For a list of Technical Support contacts, visit *support.wdc.com* and see Knowledge Base Answer ID 1048.

Compatibility

Mac® OS X®

- Tiger®
- Leopard®
- Snow Leopard™

Windows®

- Windows XP®
- Windows Vista®
- Windows 7

Important: For highest performance and reliability, install the latest updates and service pack (SP). For Mac, go to the **Apple** menu and select **Software Update**. For Windows, go to the **Start** menu and select **Windows Update**.

Drive Format

Your My Passport for Mac drive is preformatted as a single HFS+J partition for compatibility with all Mac OS X operating systems. If you wish to use this drive with a PC, see “Reformatting the Drive” on page 45 and “Troubleshooting” on page 52.

Physical Description

LED

The power/activity LED is located on the spine of the device.

Appearance	Description
On steady	Idle
Fast flashing (for approx. 3 times per second)	Activity
Slow flashing (approx. every 2.5 second)	System standby

USB 2.0 Interface

Hi-Speed USB (USB 2.0) supports data transfer rates up to 480 Mb/s. USB 2.0 is backward-compatible with USB 1.1. Connection to a USB 1.1 drive transfers data at USB 1.1 speed (up to 12 Mb/s).

Registering Your WD Product

Register your WD product to get the latest updates and special offers.You can easily register your drive using the WD SmartWare software, as described in “Registering Your Drive” on page 40. Another way is to register online at *register.wdc.com*.

Handling Precautions

WD products are precision instruments and must be handled with care during unpacking and installation. Drives may be damaged by rough handling, shock, or vibration. Be aware of the following precautions when unpacking and installing your external storage product:

- Do not drop or jolt the device.
- Do not move the device during activity.

2 Connecting the Drive and Getting Started

This chapter provides step-by-step instructions for connecting and installing the drive on your computer. It includes the following topics:

Connecting the Drive
Installing the Drive
Getting Started With WD SmartWare Software
WD SmartWare Overview
WD SmartWare Home Screen
Viewing the Info/Online Help Topics

Connecting the Drive

Connect your My Passport drive as shown below.

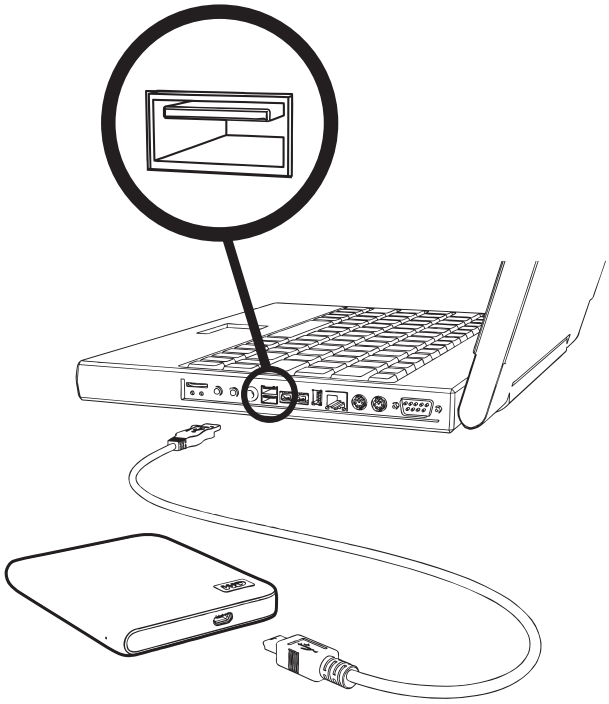


Figure 1. Connecting the My Passport Drive with USB Micro Cable

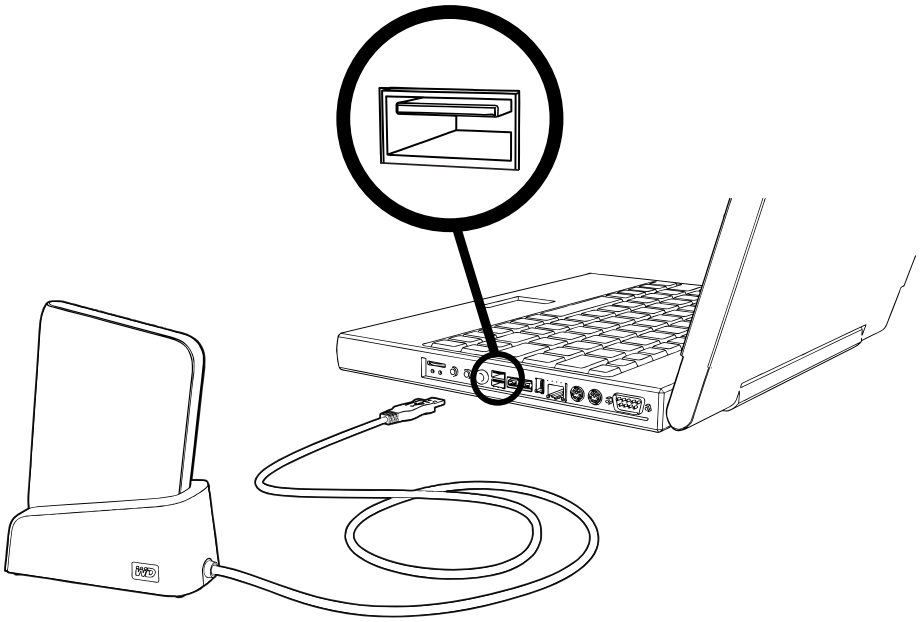


Figure 2. Using an Optional My Passport Dock to Connect the My Passport Drive

1. Turn on your computer.
2. To connect directly to your computer, connect the USB cable as shown in Figure 1 on page 5.
3. To connect to your computer using a My Passport Dock, connect the USB cable of the dock to the computer, as shown in Figure 2.

Installing the Drive

The following topics provide directions on installing the drive for the first time. Continue with the section below that applies to your operating system:

- "Installing on a Mac OS X Tiger/Leopard/Snow Leopard" on page 6
- "Installing on Windows XP" on page 46
- "Installing on Windows Vista/Windows 7" on page 47.

Installing on a Mac OS X Tiger/Leopard/Snow Leopard

1. Turn on your computer.
2. Connect the drive's USB cable as shown in Figure 1 or Figure 2. The WD SmartWare CD displays on the desktop and is listed under **Devices** in Finder.

Note: WD SmartWare software is provided in the form of a virtual CD (VCD) drive on your My Passport drive. The VCD displays on your desktop and behaves just like a physical CD. To view the contents of the VCD, such as the documentation and some extra programs, right-click and select **Open**.

The My Passport icon also displays on the desktop.

3. Double-click the WD SmartWare virtual CD.
4. *Mac OS X Leopard and Snow Leopard only:* A message asks whether you want to use the My Passport drive to back up with Time Machine. If you do not want to use it, click **Cancel**. If you do want to use the Time Machine backup software, click **Use as Backup Disk**. The My Passport icon now displays as .

   Note: WD SmartWare software is fully compatible with Apple's Time Machine software. When using Time Machine, the WD SmartWare software can still be used for password protecting the drive, registering the drive, and running diagnostics.

Do you want to use "MY PASSPORT" to back up with Time Machine?
Time Machine keeps an up-to-date copy of everything on your Mac. It not only keeps a spare copy of every file, it remembers how your system looked, so you can revisit your Mac as it appeared in the past.
Cancel
Use as Backup Disk

   The Welcome to WD SmartWare screen displays. If a Flash Player is installed on your computer, the screen is animated.

5. Continue to "Enhancing Performance with WD +TURBO" on page 8 (optional) and then "Getting Started With WD SmartWare Software" on page 9.

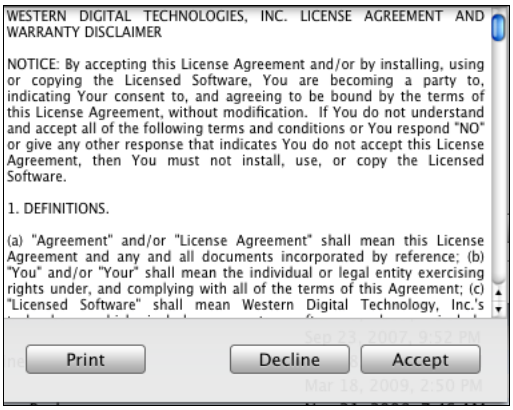
Enhancing Performance with WD +TURBO

WD +TURBO is a utility available on the WD SmartWare VCD that you can install to improve the performance of the My Passport drive on a Mac.

To install WD +TURBO:

1. Double-click the WD SmartWare icon on the desktop.
2. Double-click the extras folder.
3. Double-click the WD +TURBO Installer icon.

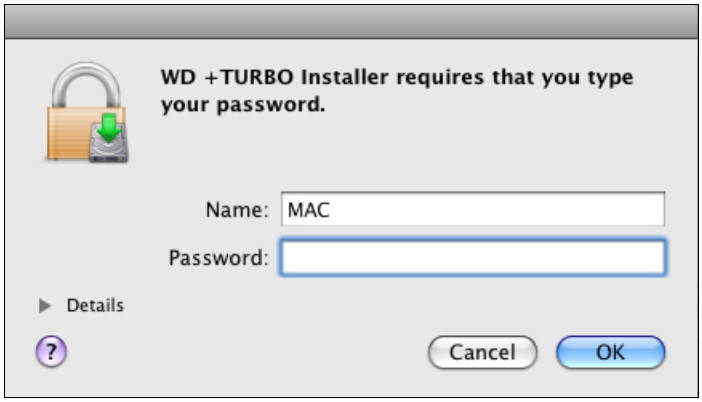
4. On the WD +TURBO Driver Installer screen, click **Install**.
5. To accept the license agreement, click **Accept**.


WESTERN DIGITAL TECHNOLOGIES, INC. LICENSE AGREEMENT AND WARRANTY DISCLAIMER
NOTICE: By accepting this License Agreement and/or by installing, using or copying the Licensed Software, You are becoming a party to, indicating Your consent to, and agreeing to be bound by the terms of this License Agreement, without modification. If You do not understand and accept all of the following terms and conditions or You respond "NO" or give any other response that indicates You do not accept this License Agreement, then You must not install, use, or copy the Licensed Software.
1. DEFINITIONS.
(a) "Agreement" and/or "License Agreement" shall mean this License Agreement and any and all documents incorporated by reference; (b) "You" and/or "Your" shall mean the individual or legal entity exercising rights under, and complying with all of the terms of this Agreement; (c) "Licensed Software" shall mean Western Digital Technology, Inc.'s
Print
Decline
Accept

6. A message informs you that installing the drivers requires you to restart your computer to make them active. If you want to proceed, click **Yes**.

Installing the Western Digital +TURBO drivers requires you to restart the computer to make them active.
Do you want to proceed and install the drivers?
No
Yes

7. In the **Password** box, enter the password you normally enter to access this Mac.



When installation is complete, the computer restarts.

The My Passport icon on the desktop now looks like this:

Getting Started With WD SmartWare Software

Once you select either **Back Up Files**, **Set Up Drive**, or **Retrieve a backup**, the software will guide you through a simple two-step WD SmartWare software installation process. If a newer version of software is available the system will automatically alert you. WD highly recommends using the latest version of software, especially on a new installation.

After the installation is complete, the WD SmartWare software will either:

- Guide you through:
  - Backing up your files (see Figure 3 on page 10 and “Backing Up Your Computer Files” on page 13)
  - Setting up your drive security (see Figure 4 on page 10 and “Password Protecting Your Drive” on page 26)
- Display the Home screen (see Figure 5 on page 11 and “Home Screen” on page 11)

Note: The initial Backup and Drive Settings screens only appear one time—the first time you install the WD SmartWare software on your computer. After that, launching the software displays the Home screen so you can choose what you want to do.

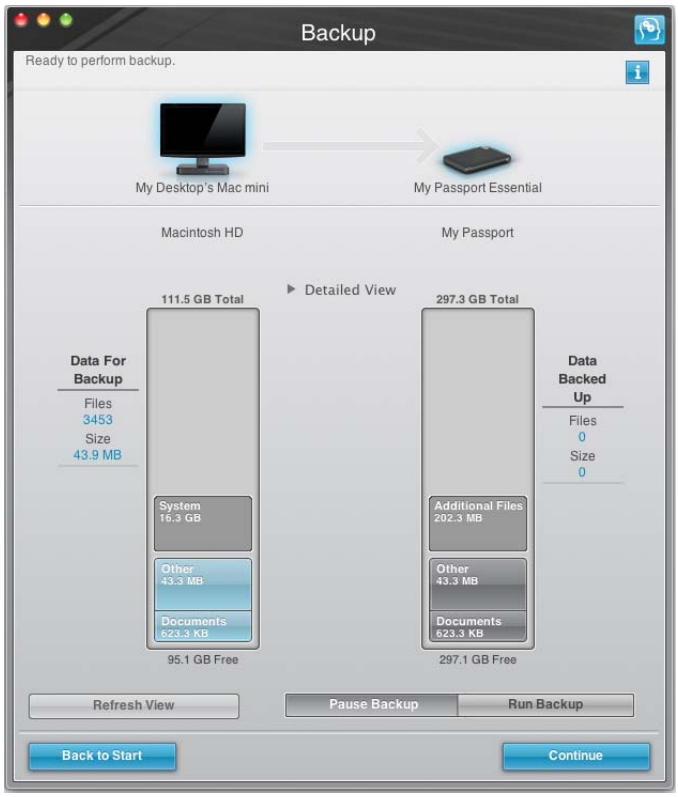


Figure 3. Initial Backup Screen

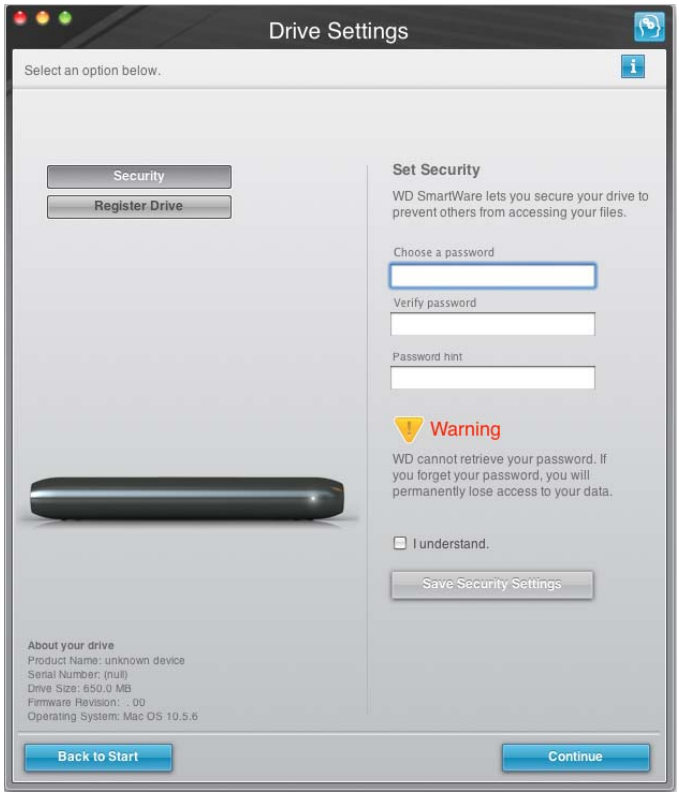

Drive Settings
Select an option below.
Security
Register Drive
Set Security
WD SmartWare lets you secure your drive to prevent others from accessing your files.
Choose a password
Verify password
Password hint
Warning
WD cannot retrieve your password. If you forget your password, you will permanently lose access to your data.
I understand.
Save Security Settings
About your drive
Product Name: unknown device
Serial Number: (null)
Drive Size: 650.0 MB
Firmware Revision: . 00
Operating System: Mac OS 10.5.6
Back to Start
Continue

Figure 4. Initial Drive Settings Screen

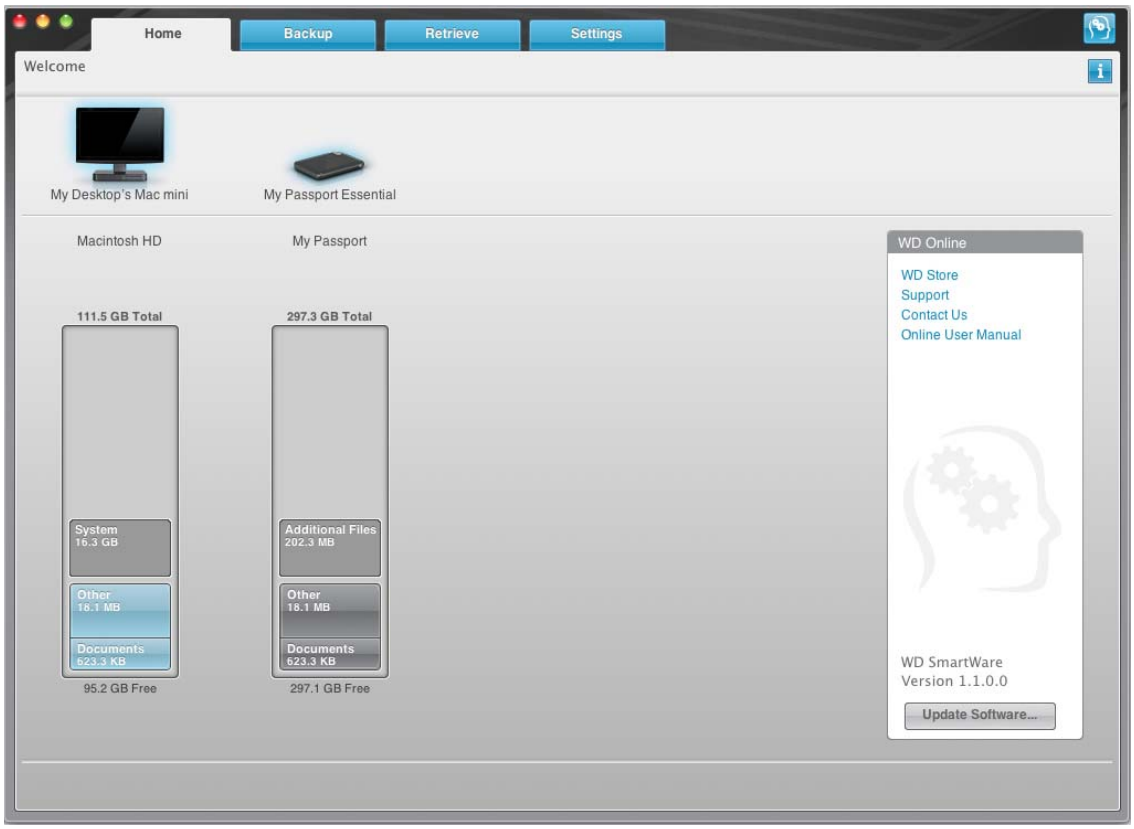


Figure 5. Home Screen

WD SmartWare Overview

WD SmartWare software is an easy-to-use tool that gives you the power to:

- Secure your drive—In drive settings, create a password to protect your encrypted drive from unauthorized access or data theft.
- Protect your data automatically—Automatic, continuous backup instantly makes a copy whenever you add or change a file.

  Note: Automatic backup protection is continuous for as long as your My Passport drive is connected to your computer. Then, whenever you disconnect and reconnect the drive to your computer, the WD SmartWare software rescans your computer for new or changed files and resumes automatic, continuous backup as before.

- See your backup as it happens—Seeing is believing. Visual backup organizes and displays your content into categories and shows the progress of your backup.
- Retrieve lost files effortlessly—Bring back your valuable data to its original location whether you've lost all your data or just overwritten an important file.

WD SmartWare Home Screen

The WD SmartWare Home screen (available after installation and the initial backup and security setup) provides four tab-selected options:

- Home screen—Provides a Content Gauge with the capacity of each hard drive in or connected to your computer (see Figure 5)
- Backup screen—Manages existing backups or creates new backups of your important data, including movies, music, documents, e-mail, and photos (see Figure 6 on page 14)

- Retrieve screen—Brings back valuable data that has been lost or overwritten (see Figure 11 on page 23)
- Settings screen—Manages security, diagnostics, power settings, and backup parameters (see Figure 7 on page 18)

On the Home screen, you can modify the primary drive being categorized with the drop-down selection box under the name of your computer. By selecting a different drive, the system will identify the categories of files on that drive. Then click the **Backup** or **Retrieve** tab to either back up from or retrieve files to a location other than your computer's main hard drive.

In the Content Gauge for your computer's hard drive, all of your files that are available for backup are shown against a blue background in categories that are based on the following folders on your computer:

- **Music**
- **Movies**
- **Pictures**
- **Mail**
- **Documents**
- **Other**

Each category includes all of the files in the represented folder except the **Other** category, which includes all of the files in all other folders on your computer.

Note that:

- The **System** category, shown against a dark gray background, includes all of your operating system files that are not available for backup. Files that are not backed up include system files, program files, applications, and working files.
- The **Retrieved** category, also shown against a dark gray background, shows the files that you have retrieved from a prior backup. They, too, are not available for backup.
- Hovering the cursor over a category displays the number of files in the category.

In the Content Gauge for your My Passport drive, the **Additional Files** category includes all of the files shown in the used space portion of your drive properties. This space is not available for backups.

Viewing the Info/Online Help Topics

Each WD SmartWare screen provides easy access to online help information to quickly guide you through your backup, retrieve, and settings tasks. Whenever you are uncertain about what to do, just click the info/online help icon in the upper-right corner of any screen:

To close the info/help screen after reading the online help, click the X icon in the upper-left corner of the screen.

3

Backing Up Your Computer Files

This chapter includes the following topics:

About Backing Up Your Computer Files
Backing It All Up
Advanced Backup Capabilities

About Backing Up Your Computer Files

The WD SmartWare software automatically and continuously backs up all of the content (music, movies, photos, documents, e-mail, and other files) on your computer to your My Passport drive. After the WD SmartWare software categorizes the different types of content you own, simply clicking the **Run Backup** button will back all of them up. Advanced users can select specific types of content to back up.

After performing a backup, the WD SmartWare software protects your files by backing up any:

- New file that is created on your computer or copied to your hard drive
- Existing file that is changed in any way

This protection is automatic—the WD SmartWare software does it for you without any action on your part—just make sure to leave your My Passport drive connected to your computer.

> *Note:* Automatic backup protection is continuous for as long as your My Passport drive is connected to your computer. Then, whenever you disconnect and reconnect the drive to your computer, the WD SmartWare software rescans your computer for new or changed files and resumes automatic, continuous backup as before.

Additionally, the Backup screen (see Figure 6 on page 14) provides:

- Content Gauges for your computer's disk drives, so you can see the number of files and the storage size for each content category
- A **Refresh View** button for refreshing the Content Gauges
- A **Detailed View** content box that you can use to select specific categories of files or folders to back up, with an **Apply** button for implementing your selections
- **Run Backup** and **Pause Backup** buttons for starting and stopping backups

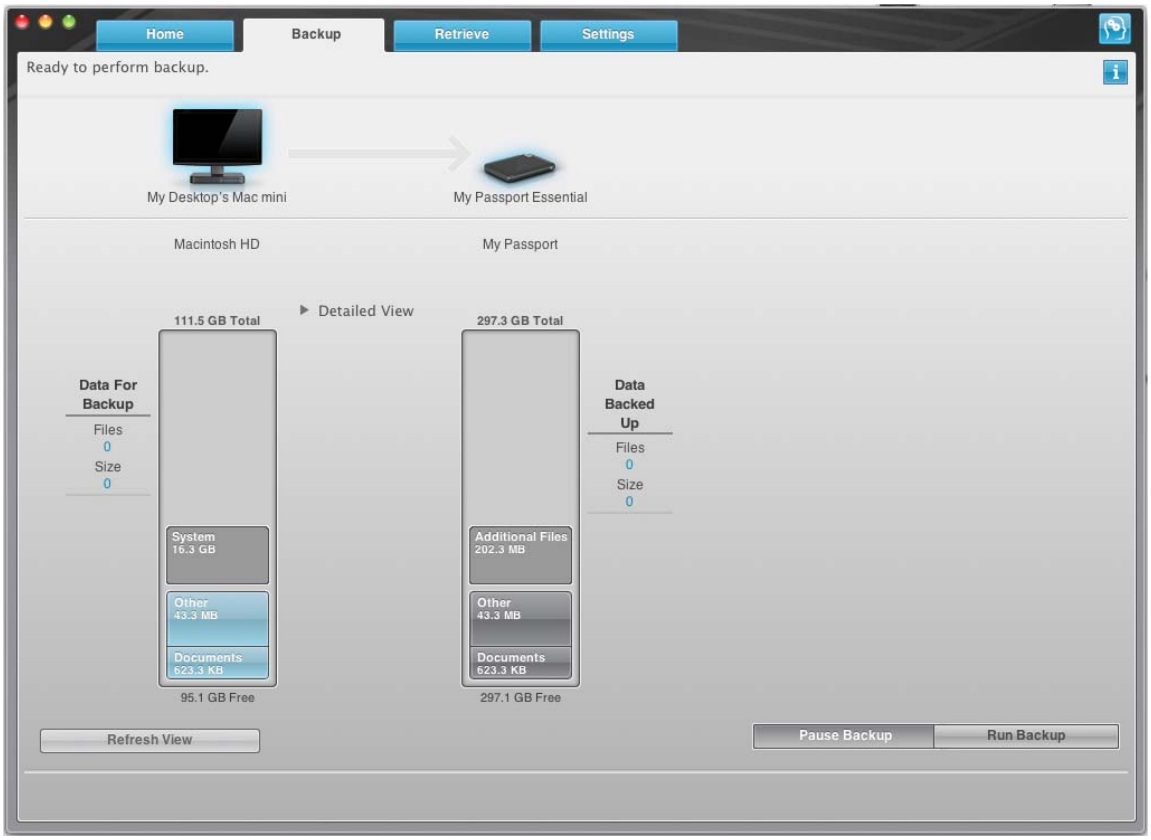


Figure 6. Backup Screen

In the Content Gauges for your computer's disk drives, the categories of files that would be included in the backup if you click **Run Backup** are shown:

- Light blue background in the Content Gauge for your computer's hard drive represents the original files that are available for backup.
- Gray background in the Content Gauge for your My Passport drive represents the potential backup copies of the original files.
- Dark blue background identifies categories of files that have been backed up

In the Content Gauge for your My Passport drive, the **Additional Files** category includes all of the files shown in the used space portion of your drive properties. This space is not available for backups.

In the Content Gauges and the Detailed View content box, the file categories are based on the following folders on your computer:

- **Music**
- **Movies**
- **Pictures**
- **Mail**
- **Documents**
- **Other**

Each category includes all of the files in the represented folder except the **Other** category, which includes all of the files in all other folders on your computer.

Note that:

- The **System** category, shown against a dark gray background, includes all of your operating system files that are not available for backup. Files that are not backed up include system files, program files, applications, and working files.
- The **Retrieved** category, also shown against a dark gray background, shows the files that you have retrieved from a prior backup. They, too, are not available for backup.
- Hovering the cursor over a category displays the number of files in the category.

To back up other internal hard drives, click the **Home** tab and select an alternative drive.

Backing It All Up

To back up all of your computer files:

1. Click the **Backup** tab to display the Backup screen (see Figure 6 on page 14).
2. Click **Run Backup** to back up all of your files.
3. During the backup:
   - The Backup screen displays a progress bar and a message indicating the amount of data that has been backed up.
   - The blue background in the Content Gauge for your computer's hard drive changes to yellow/amber for all of the files that have not yet been backed up.
   - The gray background in the Content Gauge for your My Passport drive changes to blue for each category as the backup completes.
   - You can continue to set up you drive or perform any other functions since the WD SmartWare software will back up all of your files in the background.
   - A **Pause Backup** button is available for you to stop the backup.
4. Appearance of a backup successfully finished message means that the backup completed normally.

   If any files could not be backed up, the WD SmartWare software displays a:

   - Caution message indicating the number of files involved
   - **View** link that you can click to see a list of the files and the reasons they were not backed up

   Some applications and running processes can keep files from being backed up. If you cannot determine why some of your files were not backed up, try:

   a. Saving and closing all of your open files.
   b. Closing all running applications—including your e-mail program and web browser.

Important: Appearance of a Caution message indicating that your drive is full means that there is not enough free space on the drive to complete the backup.

The best long-term solution would be to relegate the drive to long-term archive storage and:

a. Click the **Home** tab to display the Home screen.
b. Click the **WDStore** link in the WD Online box to view the Western Digital Online Store website.
c. Click **External Hard Drives** and select the best drive to suit your future requirements.

Until your new drive arrives, you *might* be able to free some space on the full drive by reducing the number of backup versions kept for each file (see "Specifying the Number of Backup Versions" on page 19).

5. If you clicked **Pause Backup** at step 3, the **Stop backup?** confirmation prompt reminds you that if you stop the backup before it completes, the WD SmartWare software removes all of the backup files that were just copied to your My Passport drive.

To continue, click either:

- **Return to Backup** to disregard your pause request and resume the backup
- **Remove Files and Stop** to follow through with your pause request, stop the backup, and remove the newly created backup files

Advanced Backup Capabilities

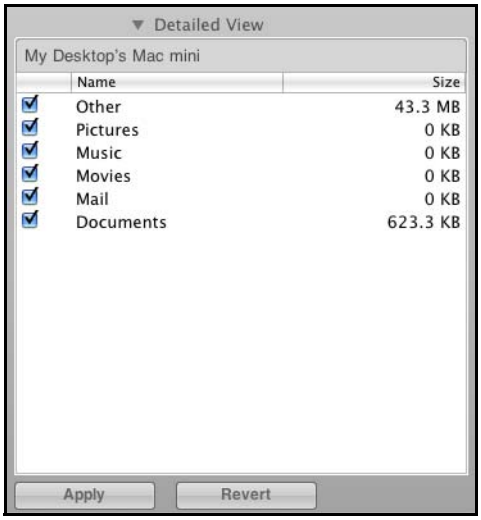
The advanced backup capabilities include:

- Selecting specific content to back up
- Changing the backup software settings:
  - Choosing the number of backup versions to keep
  - Pausing the backup until your computer is idle

Selecting Specific Content to Back Up

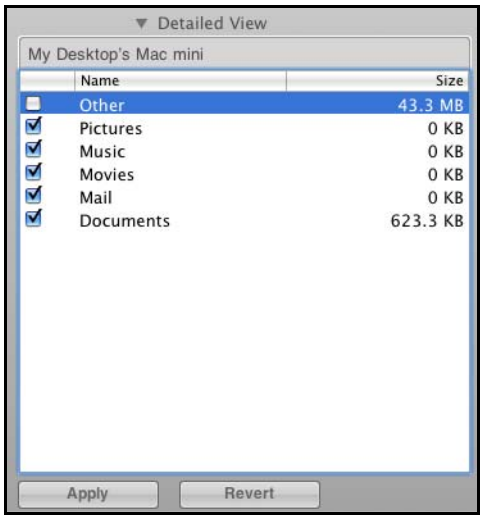
To back up some of your computer files:

1. On the Backup screen (see Figure 6 on page 14), select **Detailed View** to open the backup files content box:



2. In the backup files content box:
   - Select the check boxes for the categories of files that you want to include in the backup
   - Clear the check boxes for the categories of files that you want to exclude from the backup

   Changing the selections activates the **Apply** and **Revert** buttons:



3. Click **Apply** to refresh the Content Gauge for your My Passport drive.
4. Click **Run Backup** to back up the selected categories of files.

Changing the Backup Software Settings

To optimize your backup, you can:

- Specify the number of backup versions to keep for each file
- Pause backups until your computer is idle

In order to configure these backup options:

1. Click the **Settings** tab to display the Settings screen (see Figure 7).

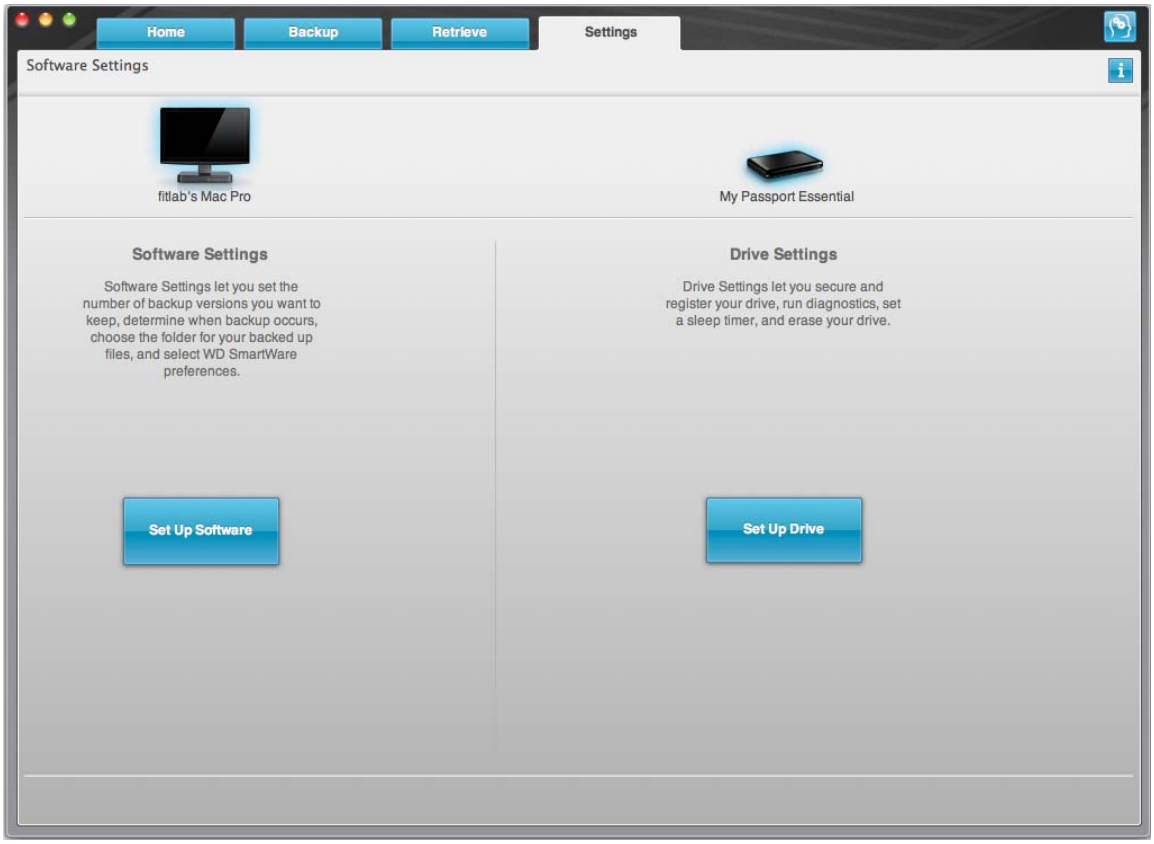

Home
Backup
Retrieve
Settings
Software Settings
fitlab's Mac Pro
My Passport Essential
Software Settings
Software Settings let you set the number of backup versions you want to keep, determine when backup occurs, choose the folder for your backed up files, and select WD SmartWare preferences.
Drive Settings
Drive Settings let you secure and register your drive, run diagnostics, set a sleep timer, and erase your drive.
Set Up Software
Set Up Drive

Figure 7. Settings Screen

2. Click **Set Up Software** to display the Software Settings screen (see Figure 8 on page 19).

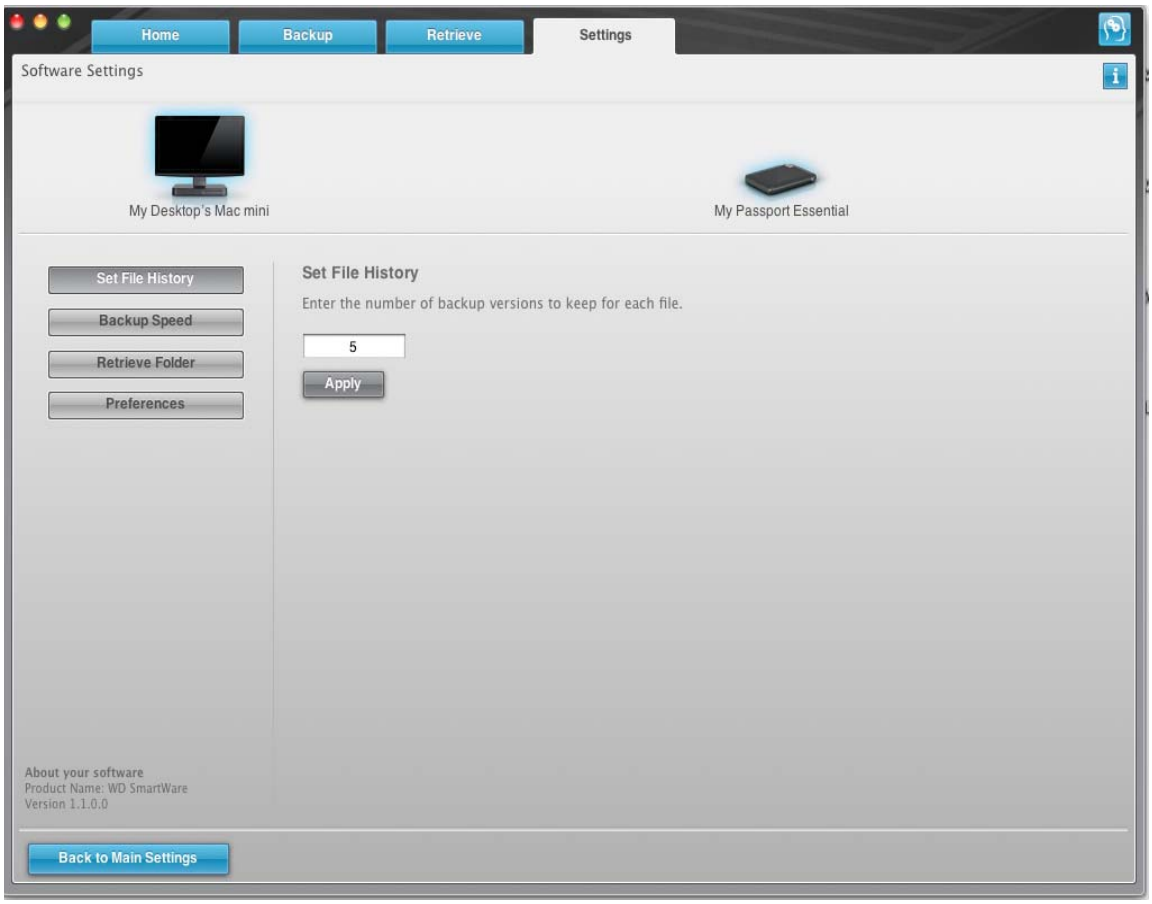


Figure 8. Software Settings Screen

Specifying the Number of Backup Versions. The WD SmartWare software enables you to keep up to 25 older versions of each file. If you overwrite or delete a file by accident, or want to see the file a couple of versions ago, The WD SmartWare software has a copy for you.

You will always have the most-recent specified number of versions of each file available for retrieves, and you can choose to keep between 1 and 25 versions.

Keeping more versions:

- Improves your ability to retrieve files from a longer back-in-time period
- Consumes more disk space

To specify the number of backup versions that you want to keep for each file:

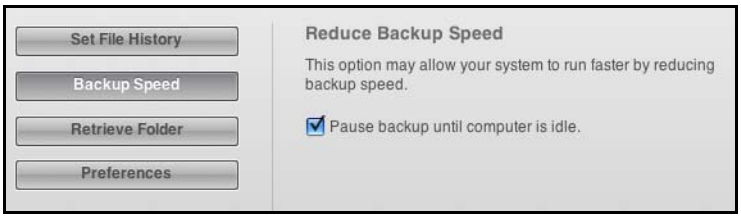
1. On the Software Settings screen (see Figure 8), click **Set File History** to display the Set File History dialog:

2. Specify the number of file versions that you want to keep (from 1 to 25) in the **Enter the number of backup versions to keep for each file** box.
3. Click **Apply** to save and implement the new number of backup versions.

Pausing Backups Until Your Computer is Idle. A large backup can take a lot of time, and can consume a lot of your system processing resources. The WD SmartWare software will work in the background using minimal computer resources while you are working on your computer, but if you still want to pause all backup activity until your computer is idle, check the appropriate box.

Enabling the Backup Speed option directs the WD SmartWare software to pause backups until your computer is idle. This is the default configuration of the WD SmartWare software.

1. On the Software Settings screen (see Figure 8 on page 19), click **Backup Speed** to display the Reduce Backup Speed dialog:


Set File History
Backup Speed
Retrieve Folder
Preferences
Reduce Backup Speed
This option may allow your system to run faster by reducing backup speed.
Pause backup until computer is idle.

2. Select or clear the **Pause backup until computer is idle** check box to enable or disable the Backup Speed option.

4 Retrieving Backed Up Files

This chapter includes the following topics:

About Retrieving Files
Retrieving a File/Folder
Retrieving a Folder
Retrieving All of Your Content
Retrieving Files Directly from the Drive

About Retrieving Files

The WD SmartWare software makes it easy for you to retrieve files that have been backed up on your My Passport drive and either:

- Restore them to their original locations on your computer
- Copy them to a special retrieve folder

Retrieve is generally a five-step process:

1. Choose the drive to retrieve content from on the Home screen.
2. Choose the backup you want to retrieve content from. (This is only required if you have created several different backups on your My Passport drive.)
3. Choose whether content will be retrieved to a special retrieval folder or to the original location.
4. Choose what content to retrieve, either files, folders, or everything.
5. Retrieve the content.

Retrieving a File/Folder

After selecting the drive on the Home screen, you can retrieve files or complete folders from your My Passport drive. To retrieve a file or folder from your drive:

1. Click the **Retrieve** tab to display the Retrieve screen (see Figure 11 on page 23).
2. In the Backed Up Volumes box, select the WD SmartWare volume that you want to retrieve a file or folder from and click **Select Destination** to display the Select a destination for retrieved files screen (see Figure 10 on page 22).
3. On the Select a destination for retrieved files screen:

IF you want to copy your retrieved content to . . .	THEN . . .
Its original location,	a. Select the **To the Original Places** option. b. Click **Select Files** to display the Select content to retrieve... screen (see Figure 11 on page 23) and proceed to step 4 on page 23.
A retrieved content folder,	a. Select the **In the Retrieved Content Folder** option. b. If you want to specify a different retrieve folder, click **Browse** and use the browse function to identify the new retrieve folder. c. Click **Apply** to save and implement the new retrieve folder. d. Click **Select Files** to display the Select content to retrieve... screen (see Figure 11 on page 23) and proceed to step 4 on page 23.

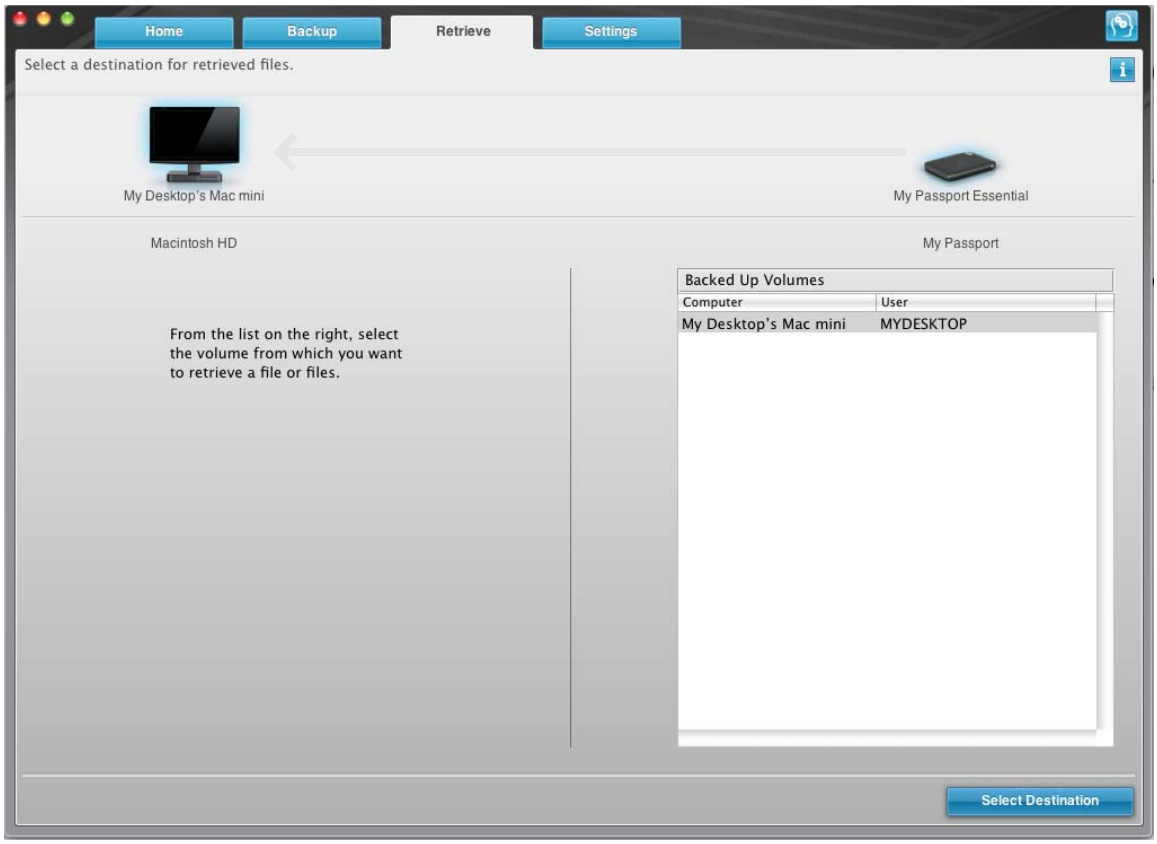


Figure 9. Retrieve Screen

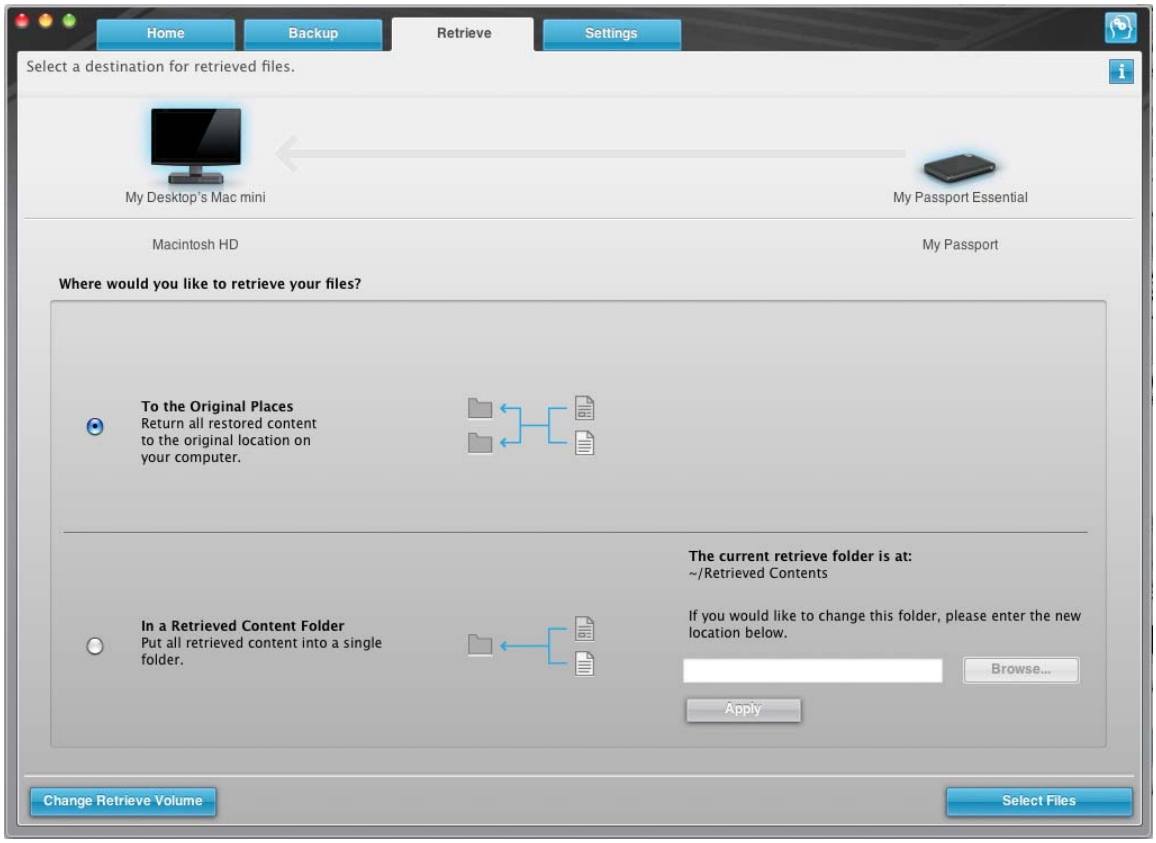

Home
Backup
Retrieve
Settings
Select a destination for retrieved files.
My Desktop's Mac mini
My Passport Essential
Macintosh HD
My Passport
Where would you like to retrieve your files?
To the Original Places
Return all restored content to the original location on your computer.
In a Retrieved Content Folder
Put all retrieved content into a single folder.
The current retrieve folder is at:
~/Retrieved Contents
If you would like to change this folder, please enter the new location below.
Browse...
Apply
Change Retrieve Volume
Select Files

Figure 10. Select a Destination for Retrieved Files Screen

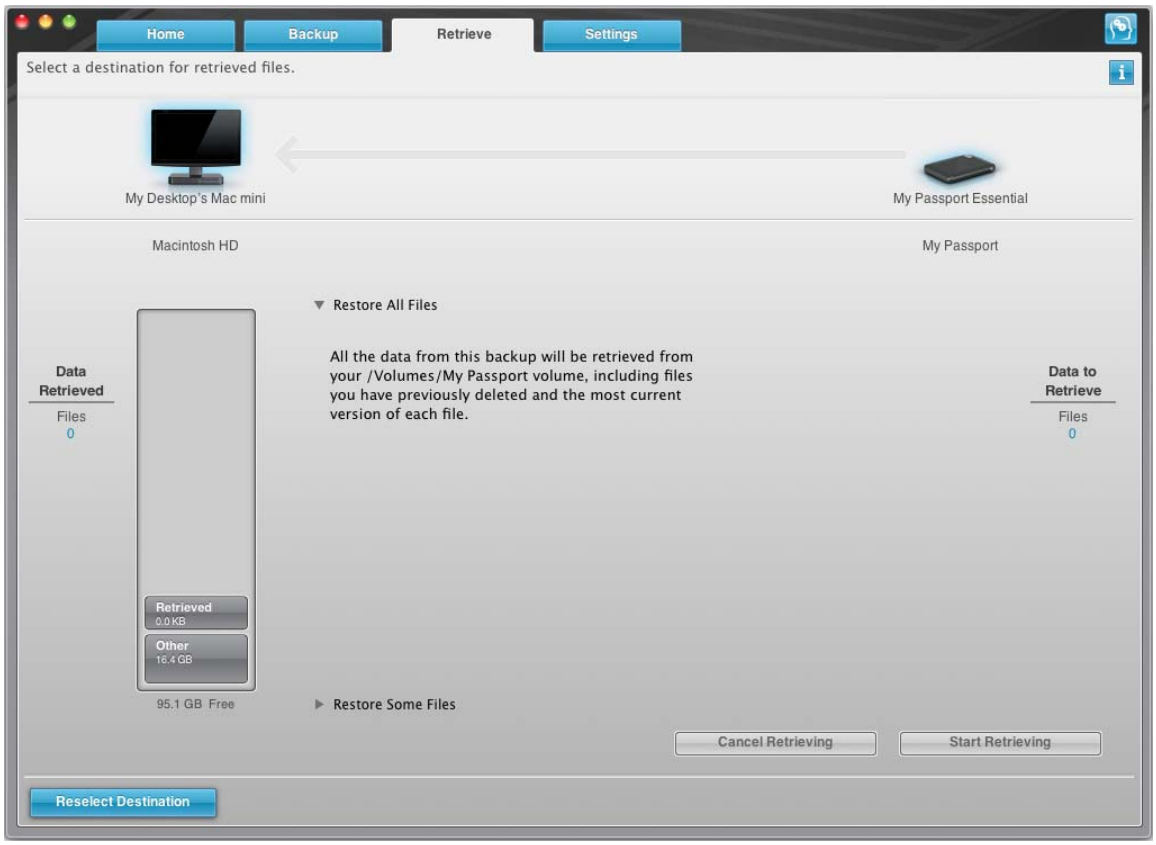


Figure 11. Select Content to Retrieve Screen

4. On the Select content to retrieve... screen, select **Retrieve Some Files** to display the retrieve files selection box (see Figure 12).

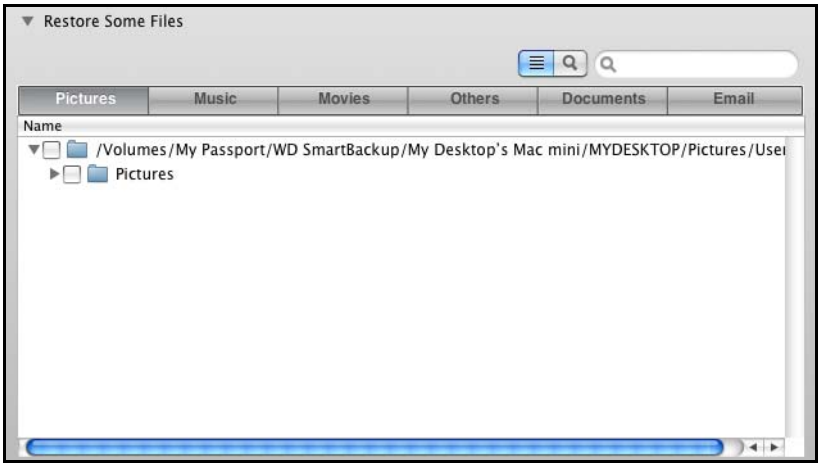


Figure 12. Retrieve Files Selection Box

5. Navigate through the folder structure to find the content of interest. Also, you can use the search box by typing the name (or partial name) of the file or folder you are looking for:
   - Click the appropriate file category button to list the files by category:
     - Pictures
     - Music
     - Movies
     - Documents
     - Other
     - Mail
   - Select the view icon to list individual files.
   - Type all or part of the file name in the search box to locate the file and press **Enter** to initiate the search. To eliminate the search filter, delete all of the text in the search box and press **Enter.**
   - Select the check box for the file or folder that you want to retrieve.
6. Click **Start Retrieving**.
7. During the retrieve:
   - The Retrieve screen displays a progress bar and a message indicating the amount of data that has been copied to the specified retrieve location.
   - A **Cancel Retrieving** button is available for you to stop the retrieve.
8. Reappearance of the Select content to retrieve screen and a Retrieval accomplished message signifies completion of the retrieve.

   A **Partial retrieve accomplished** message means the file you selected for the retrieve was not copied to the specified retrieve location. In this case, either a:
   - **Files Not Retrieved** message provides the number of files that were not retrieved and a link to a failed-to-retrieve information screen. Click the **View files** link to see the list of files and the reasons they were not retrieved.
   - **Destination is full** message means that your computer does not have sufficient disk space to complete the retrieve.

Retrieving a Folder

To retrieve a folder from your drive, and all of the content within a folder, which may be across multiple categories, in the retrieve files selection box (see Figure 12 on page 23), right-click the folder of interest and choose **Select folder in all content categories**.

Retrieving All of Your Content

On the Select content to retrieve... screen (see Figure 11 on page 23), choose the **Retrieve all Files** option, which will retrieve content across all categories and copy them to either their original locations or the Retrieve Contents folder.

Retrieving Files Directly from the Drive

Using the WD SmartWare Retrieve feature is the best way to find backed up files and copy them to your computer's hard drive. You can, however, also use the file management functions of your operating system to:

- Open and view your backup drive file structure
- Search for specific files or folders
- Copy/paste or drag-and-drop the backup file to your computer's hard drive

5 Locking and Unlocking Your Drive

This chapter includes the following topics:

Password Protecting Your Drive
Unlocking Your Drive
Turning Off the Drive Lock Feature
Changing Your Password

Password Protecting Your Drive

You should password protect your drive if you are worried that someone else will gain access to your drive and you do not want them to be able to access your content on the drive.

CAUTION! The WD SmartWare software uses your password to electronically lock and unlock your drive. If you forget your password, you will not be able to access the data that is on your drive or write new data to it. You will have to erase the drive before you can use it again.

You can reach the Security pages for password management during the initial getting started process or from the **Settings** tab and the Drive Settings screen within the WD SmartWare application. Once you are on the password page, you can:

- Create a password
- Change a password
- Eliminate the need for a password

Important: After you have created a password, the drive can only be unlocked by a user logged on to the computer with administrative privileges. This is not usually possible on computers at hotels, libraries, or Internet kiosks. If you need to use the drive on such computers, do not create a password to lock your drive.

To create a password and keep others from accessing the files on your drive, as an example from the Settings tab:

1. Click the **Settings** tab to display the Settings screen (see Figure 7 on page 18).
2. Click **Set Up Drive** to display the Drive Settings screen (see Figure 13 on page 27).

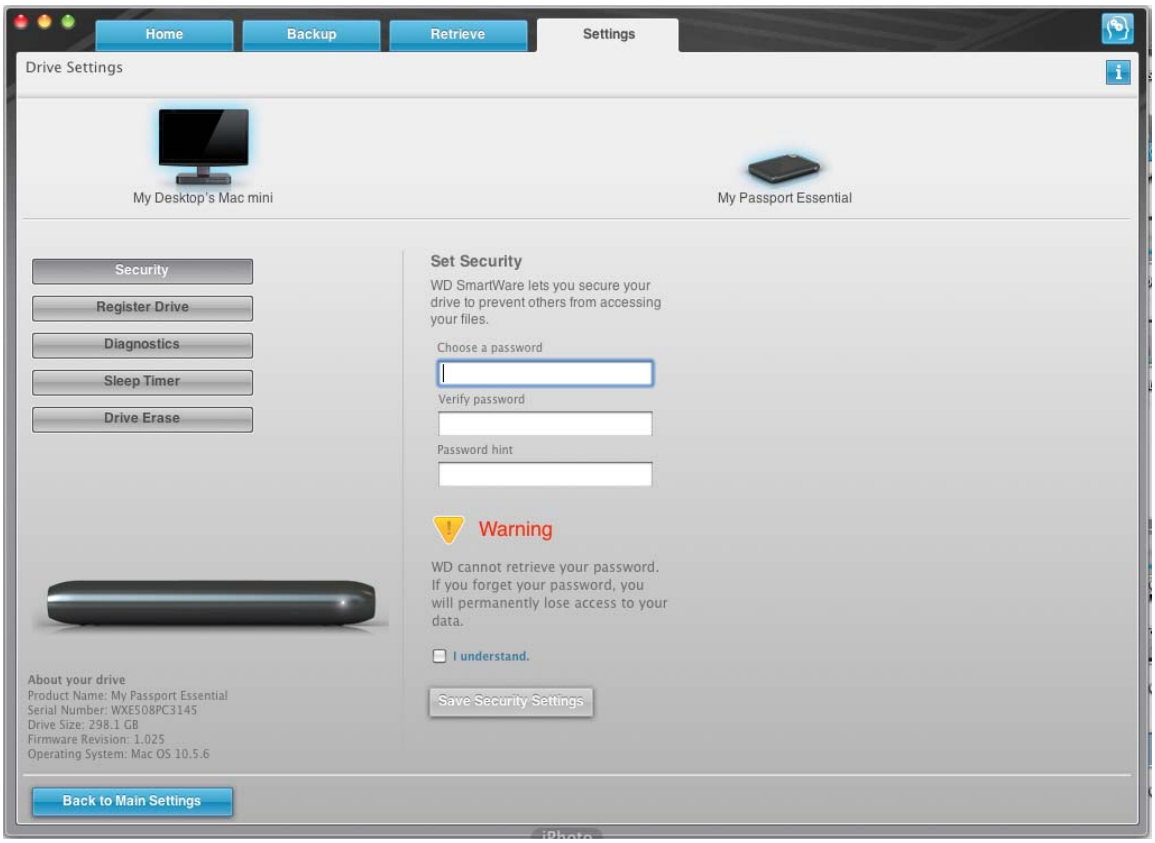
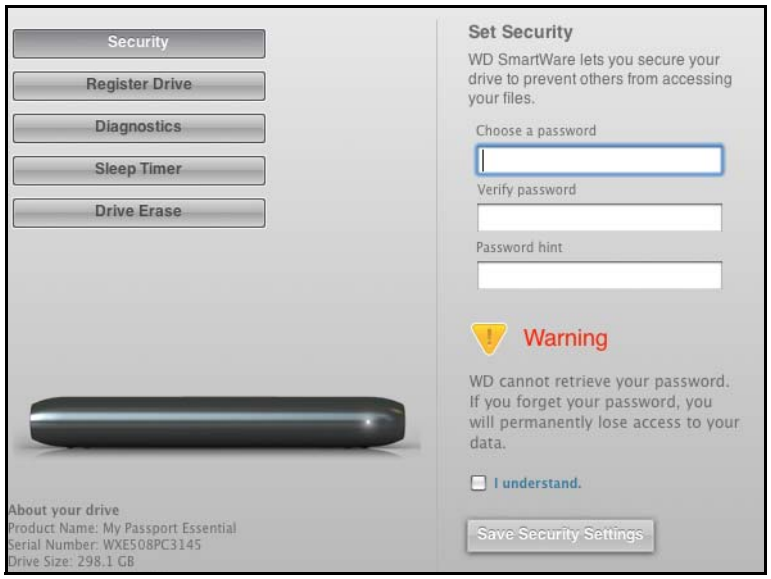


Figure 13. Drive Settings Screen

3. Click **Security** to display the Set Security dialog:



4. Type your password in the **Choose a password** box.
5. Retype your password in the **Verify password** box.
6. Type a hint to help remind yourself of your password in the **Password hint** box.
7. Read the warning about the possibility of data loss if you forget your password.
8. Click the **I understand** check box to signify that you accept the risk.

9. Click **Save Security Settings** to save your password and enable password protection for your drive.

CAUTION! After creating a password, the drive remains unlocked for as long as you continue your current work session. Then, the WD SmartWare software:

- **Locks the drive when you shut down your computer, disconnect your drive, or the computer goes into the sleep mode**
- **Requires you to type your password to unlock the drive when you restart your computer or reconnect your drive**

Unlocking Your Drive

After you have created a password to keep others from accessing the files on your drive, you will have to type your password to unlock the drive whenever:

- You shut down and restart your computer
- You disconnect and reconnect the drive to your computer
- Your computer goes into the sleep mode

You will have to do this even if you do not have the WD SmartWare software installed on your computer.

Unlocking Your Drive With the WD SmartWare Software

Whenever you shut down and restart your computer, or disconnect and reconnect the drive to your computer, the WD SmartWare software displays the **Please provide your password** prompt:

To unlock your drive:

1. Type your password in the **Password** box.

   If you provided a password hint when you created your password, click the **Password hint** pointer to see the hint.

2. Click **Unlock** to unlock your drive and enable the WD SmartWare software.

   Clicking **Cancel** leaves the drive locked and inhibits access to the Backup and Retrieve functions.

Unlocking Your Drive Without the WD SmartWare Software

Whenever you connect your password-protected drive to a computer that does not have the WD SmartWare software installed, you can still access the virtual CD partition on your drive, and install the WD SmartWare software as usual. You will not be able to access the data portion of your drive.

To unlock the drive without the WD SmartWare software installed:

1. Start the WD SmartWare Drive Unlock utility by either:
   - Using your computer's file management utility to open the WD SmartWare virtual CD and double-clicking the Unlock file
   - Double-clicking the WD SmartWare virtual CD on the desktop and double-clicking the **DriveUnlock** icon

2. Type your password in the **Password** box.

   If you provided a password hint when you created your password, click the **Password hint** pointer to see the hint.

3. Click **Unlock** to unlock your drive.

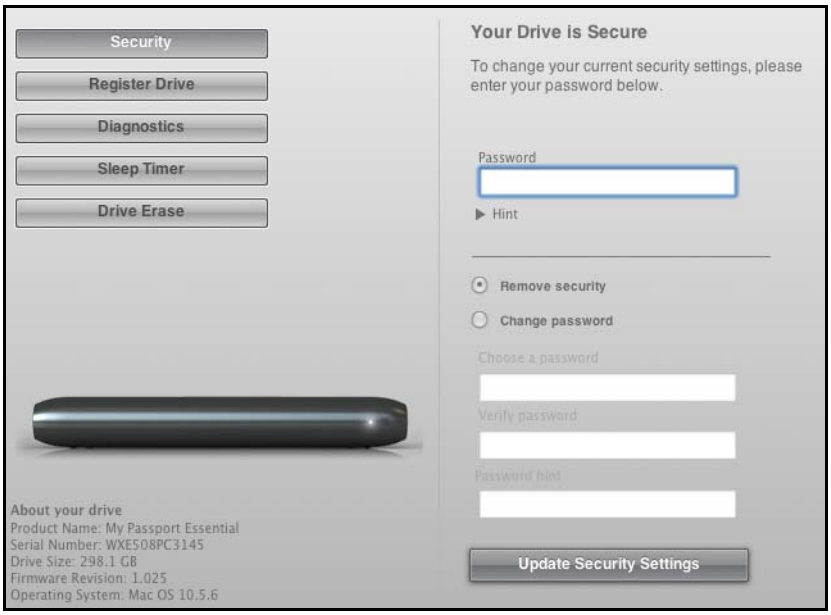
   If you click **Exit**, you will not be able to access the files on your drive.

4. At the **Your drive is now unlocked** prompt, click **Exit** to close the WD SmartWare Drive Unlock utility screen.

Turning Off the Drive Lock Feature

To remove password protection from your drive:

1. Click **Security** on the Drive Settings screen (see Figure 13 on page 27) to display the Your Drive is Secure dialog:



2. Type your password in the **Password** box.
3. Select the **Remove security** option.
4. Click **Update Security Settings** to remove password protection from your drive and redisplay the Set Security screen.

Changing Your Password

To change your password:

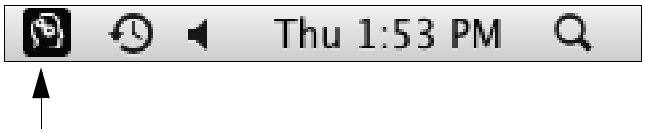
1. On the Your Drive is Secure screen, select the **Change password** option and:
   a. Type your new password in the **New password** box.
   b. Retype your new password in the **Verify password** box.
   c. Type a hint to help remind yourself of your new password in the **New password hint** box.
2. Click **Update Security Settings** to change your password.

6 Managing and Customizing Your Drive

This chapter includes the following topics:

Launching WD SmartWare Software
Safely Dismounting the Drive
Dismounting the Virtual CD
Displaying the Status and Serial Number of the Drive
Unlocking the Drive Manually
Your Computer Is Woken From Sleep Mode
Customizing Your Drive Settings
Updating Your Software
Uninstalling the WD SmartWare Software

Once you have installed the WD SmartWare software, the WD SmartWare icon displays in the bar at the top right of the screen.



Clicking the icon enables you to perform the following actions:

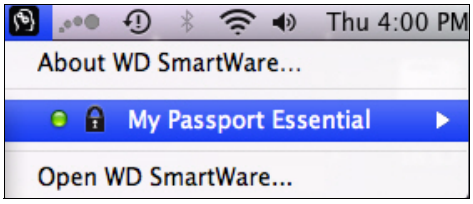
- Launch the WD SmartWare software
- Safely dismount the drive and the virtual CD
- Check the remaining capacity of the drive
- Display the serial number of the drive
- Monitor drive status and temperature
- Unlock the drive manually

The sections below describe how to use the icon and alternative methods to perform these actions.

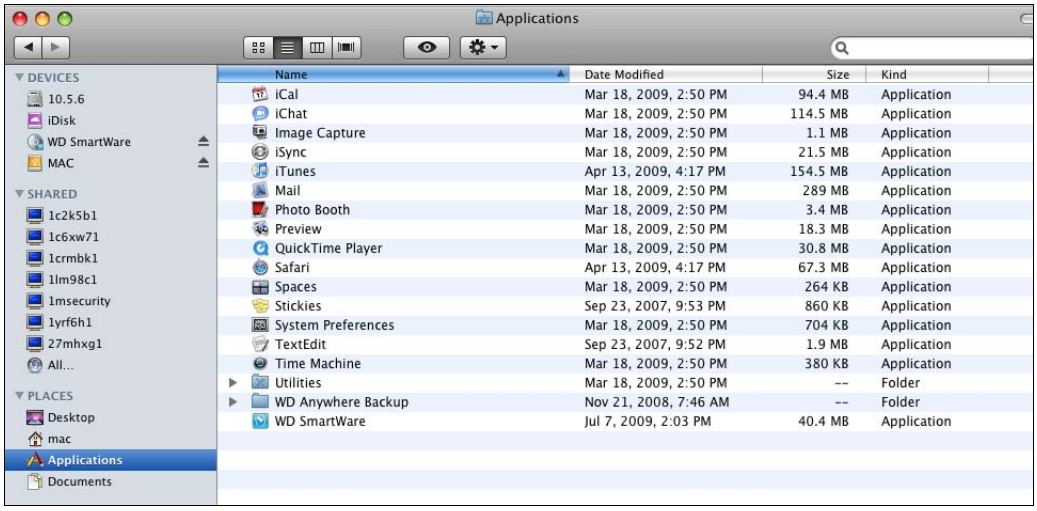
Launching WD SmartWare Software

If the WD SmartWare software is running in the background after it has been installed, you have two ways to restart it:

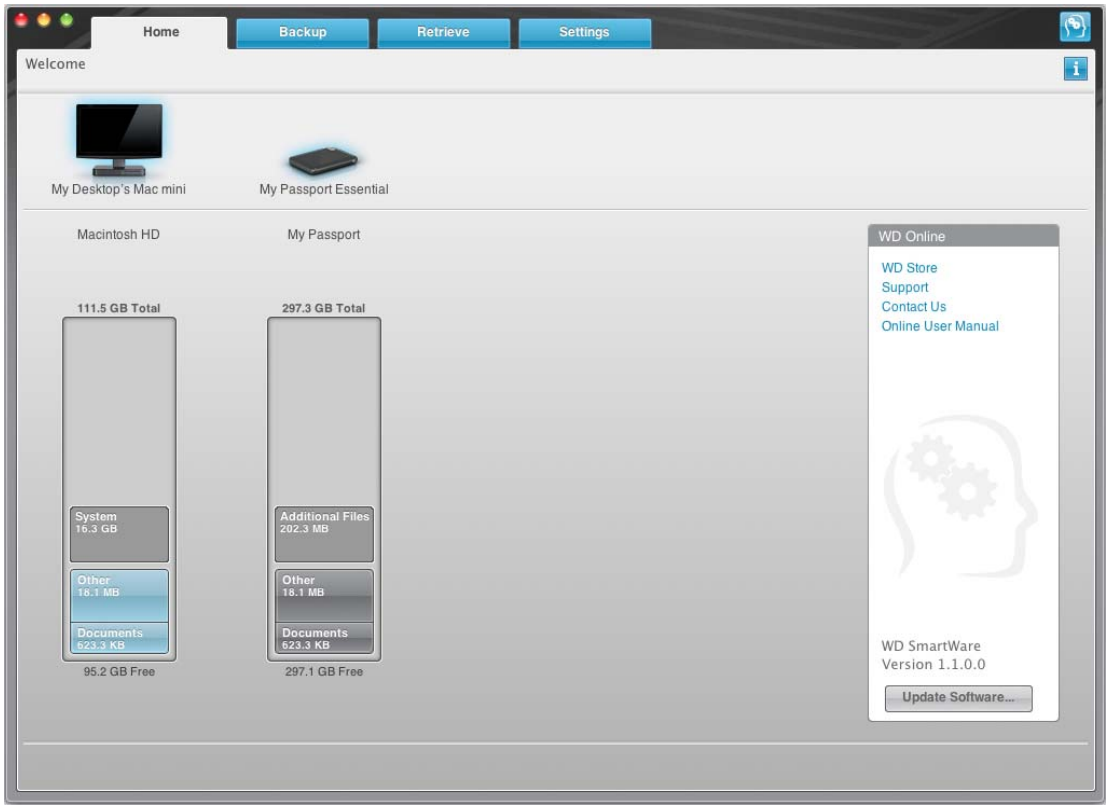
- Click the WD SmartWare icon and select **Open WD SmartWare**.



- Double-click **WD SmartWare** in the Applications list.


Applications
DEVICES
10.5.6
iDisk
WD SmartWare
MAC
SHARED
1c2k5b1
1c6xw71
1crmbk1
1lm98c1
1msecurity
1yrf6h1
27mhxg1
All...
PLACES
Desktop
mac
Applications
Documents
Name
Date Modified
Size
Kind
iCal Mar 18, 2009, 2:50 PM 94.4 MB Application
iChat Mar 18, 2009, 2:50 PM 114.5 MB Application
Image Capture Mar 18, 2009, 2:50 PM 1.1 MB Application
iSync Mar 18, 2009, 2:50 PM 21.5 MB Application
iTunes Apr 13, 2009, 4:17 PM 154.5 MB Application
Mail Mar 18, 2009, 2:50 PM 289 MB Application
Photo Booth Mar 18, 2009, 2:50 PM 3.4 MB Application
Preview Mar 18, 2009, 2:50 PM 18.3 MB Application
QuickTime Player Mar 18, 2009, 2:50 PM 30.8 MB Application
Safari Apr 13, 2009, 4:17 PM 67.3 MB Application
Spaces Mar 18, 2009, 2:50 PM 264 KB Application
Stickies Sep 23, 2007, 9:53 PM 860 KB Application
System Preferences Mar 18, 2009, 2:50 PM 704 KB Application
TextEdit Sep 23, 2007, 9:52 PM 1.9 MB Application
Time Machine Mar 18, 2009, 2:50 PM 380 KB Application
Utilities Mar 18, 2009, 2:50 PM -- Folder
WD Anywhere Backup Nov 21, 2008, 7:46 AM -- Folder
WD SmartWare Jul 7, 2009, 2:03 PM 40.4 MB Application

The WD SmartWare Home screen displays.

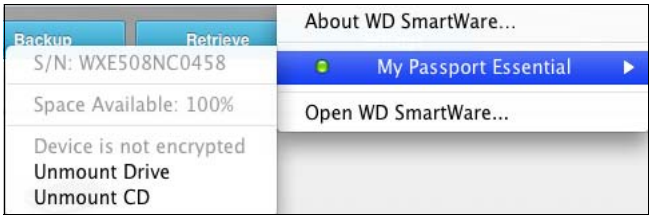


Safely Dismounting the Drive

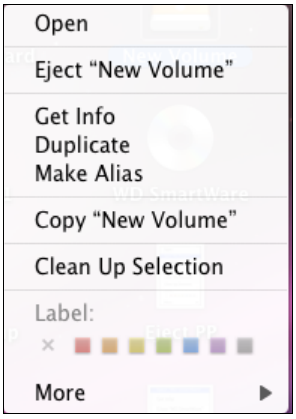
CAUTION! To prevent data loss, close all active windows and applications before shutting down or removing the drive.

1. You can safely dismount the drive from a Mac in two ways:

   - Click the WD SmartWare icon to display a list of drives. Select the My Passport, and then on the submenu, select **Unmount Drive**. If the drive contains more than one volume, a prompt may ask you to select the volume.



   - Right-click the My Passport icon on the desktop and select **Eject "New Volume."** ("New Volume" will be the name you assigned to the volume.)



   You may hear the drive power down as the Power LED flashes.

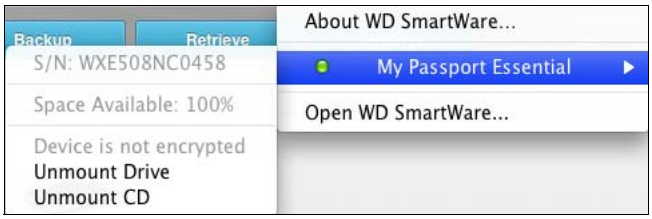
2. To ensure that all data has been written before you physically disconnect the drive, dismount the virtual CD as described in the next section.
3. Wait for the drive icon to disappear before disconnecting the drive from the system.

Dismounting the Virtual CD

Dismount the virtual CD as well as the drive or volume to be sure all data has been written to the drive before you physically disconnect it.

Note: There are other reasons you may want to dismount a VCD. For example, if you have more than one My Passport drive with the same software connected to your Mac, multiple My Passport VCD icons display on your desktop. To clean up your desktop, you can dismount duplicate VCDs.

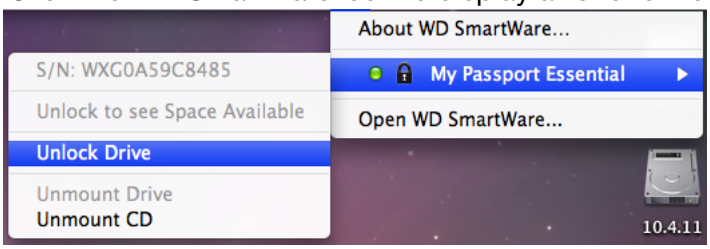
1. Click the WD SmartWare icon to display a list of drives.
2. Select the My Passport whose VCD you want to dismount, and then on the submenu, click **Unmount CD**.



Displaying the Status and Serial Number of the Drive

You can use the WD SmartWare icon to determine whether the drive is locked, how full the drive is, and the drive's serial number.

1. Click the WD SmartWare icon to display a list of drives.



2. Select the My Passport. The submenu displays the serial number of the drive, the space available (if the drive is unlocked), and other options.
3. If the WD SmartWare software has been installed and the drive is locked:
   a. Click **Unlock Drive**.
   b. Type the password you set up to unlock the software and click the **Unlock** button.

The space available displays on the submenu.

Unlocking the Drive Manually

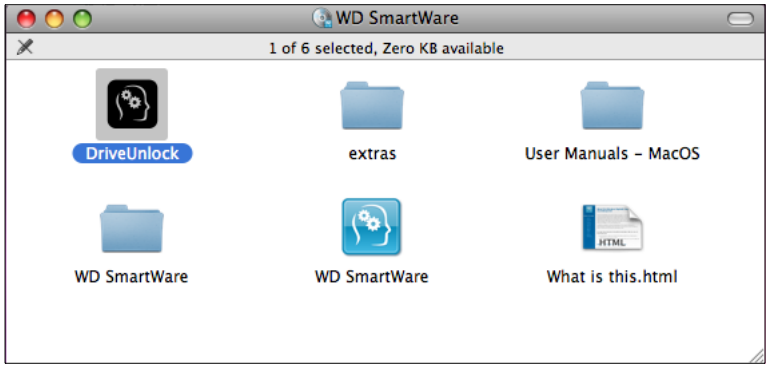
You may need to unlock the drive manually in cases such as the following.

WD SmartWare Software is Not Available

- You uninstalled the software and left the drive is locked.
- You move your drive to another system, and need to unlock it without installing the software.

To unlock the drive:

1. Double-click the WD SmartWare virtual CD on the desktop.
2. Double-click the **DriveUnlock** icon.



The WD SmartWare Drive Unlock screen displays.

3. Enter your password and click the **Unlock** button. If you do not remember your password, click the arrow to the left of **Password Hint** to reveal the hint.
4. Click **Unlock** to unlock your drive.

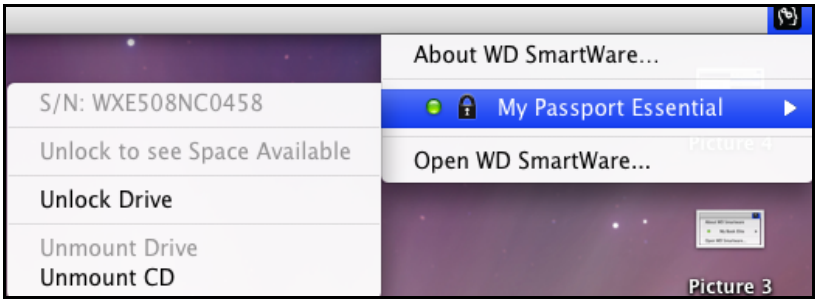
   If you click **Exit**, you will not be able to access the files on your drive.
5. At the **Your drive is now unlocked** prompt, click **Exit** to close the WD SmartWare Drive Unlock screen. The WD SmartWare Home screen displays.

Your Computer Is Woken From Sleep Mode

If your computer goes into sleep mode, an unlock screen may not display when you reactivate the computer. To unlock the drive, you can use the VCD as described above, or the following method.

To unlock using the WD SmartWare icon:

1. Right-click the WD SmartWare icon .
2. Select the drive and then **Unlock Drive**.



3. The WD SmartWare Drive Unlock screen displays. Enter your password and click the **Unlock** button.

Customizing Your Software Settings

The WD SmartWare software makes it easy for you to quickly customize its own software settings for the best possible performance with your drive by:

- Specifying the number of backup versions that you want to keep for each file
- Inhibiting backups until times when your computer is idle
- Specifying a unique folder on your computer to store files retrieved from your drive
- Automatically:
  - Displaying the WD SmartWare Home screen whenever you connect your drive to your computer
  - Checking for WD SmartWare software updates

To customize your WD SmartWare software settings for the best possible performance with your drive, on the Software Settings screen (see Figure 8 on page 19):

IF you want to . . .	THEN click . . .	AND see . . .
Change the number of backup versions to keep for each file,	**Set File History**,	"Specifying the Number of Backup Versions" on page 19.
Enable anytime backups or inhibit them until your computer is idle,	**Backup Speed**,	"Pausing Backups Until Your Computer is Idle" on page 20.
Specify a path to a different retrieve folder,	**Retrieve Folder**,	"Specifying a Different Retrieve Folder" on page 37.
Change the options that whenever you reconnect your WD SmartWare drive to your computer: • Display the WD SmartWare Home screen • Check for software updates	**Preferences**,	"Setting the Preferences Options" on page 38.

Specifying a Different Retrieve Folder

When you start a retrieve, you can choose whether you want to store the retrieved files in either:

- Their original locations on your computer
- A Retrieved Content folder

By default, the WD SmartWare software creates and uses a Retrieved Content subfolder in your MYDESKTOP folder. To specify a different folder:

1. Either create a new folder or determine which existing folder you want to use.
2. On the Software Settings screen (see Figure 8 on page 19), click **Retrieve Folder** to display the Set Retrieve Folder dialog:

3. Click **Browse** and use the browse function to identify the new retrieve folder.
4. Click **Apply** to save and implement the new retrieve folder.

Setting the Preferences Options

When enabled, each time you reconnect your My Passport drive to your computer, the Preferences options:

- Display the WD SmartWare Home screen.

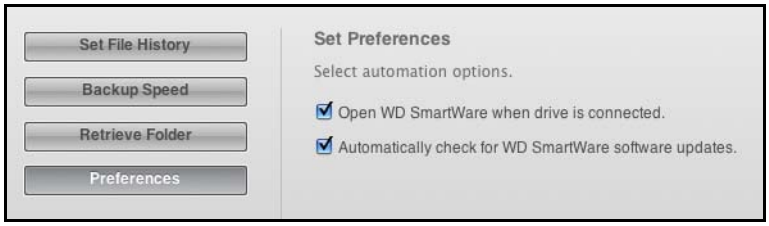
  This is the default configuration of the WD SmartWare software, and it is recommended when you routinely perform a number of backups or retrieves each day. Otherwise, you might want to disable this option and open the WD SmartWare Home screen whenever you need it.

- Check for software updates.

  This ensures that you are always using the most-recent software version.

To enable or disable the Preferences options:

1. On the Software Settings screen (see Figure 8 on page 19), click **Preferences** to display the Set Preferences dialog:



2. Select or clear the check boxes to enable or disable the Preferences options:
   - **Open WD SmartWare when drive is connected**
   - **Automatically check for WD SmartWare software updates**

Customizing Your Drive Settings

The WD SmartWare software makes it easy for you to quickly customize the settings of your drive for the best possible performance.

- Security—Create, modify, and disable passwords that keep others from accessing the files on your drive.
- Register Drive—Registering your drive to receive free technical support during the warranty period and find out about software updates, product enhancements, and price discount opportunities.
- Diagnostics—Performing diagnostics and status checks to make sure your drive is working properly.
- Sleep Timer—Turning your drive off during periods of extended inactivity to conserve power and extend the life of the drive.
- Drive Erase—Erase all of the contents on the drive, including any password that has been set.

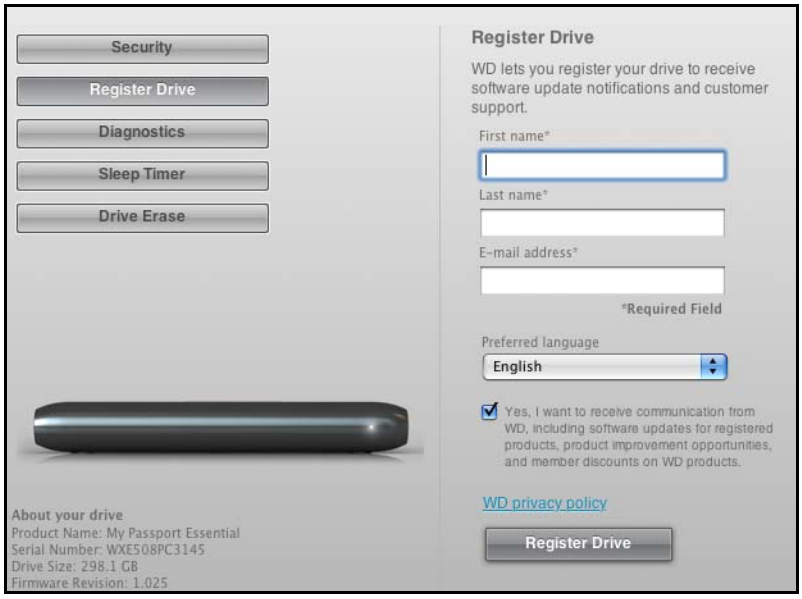
To customize your drive settings for the best possible performance with the WD SmartWare software, on the Drive Settings screen (see Figure 13 on page 27):

IF you want to . . .	THEN click . . .	AND see . . .
Use a password to keep others from accessing the files on your drive,	**Security**	"Password Protecting Your Drive" on page 26.
Change your password,	**Security**	"Changing Your Password" on page 30.
Remove password protection from your drive,	**Security**	"Turning Off the Drive Lock Feature" on page 30.
Register your drive to receive free technical support during the warranty period and be kept up-to-date on the latest WD products,	**Register Drive**	"Registering Your Drive" on page 40.
Perform routine drive diagnostics and status checks,	**Diagnostics**	"Checking Drive Health" on page 43.
Specify an inactive time interval to turn off your drive,	**Sleep Timer**	"Setting the Drive Sleep Timer" on page 41.
Erase your drive so you can return it to service if you have implemented password protection and then lost or forgotten your password,	**Drive Erase**	"Erasing Your Drive" on page 41.

Registering Your Drive

The WD SmartWare software uses your computer's Internet connection to register your drive. To register your drive to receive free technical support during the warranty period and be kept up-to-date on the latest WD products:

1. Make sure that your computer is connected to the Internet.
2. On the Drive Settings screen (see Figure 13 on page 27), click **Register Drive** to display the Register Drive dialog:



3. Type your first name in the **First name** box.
4. Type your last name in the **Last name** box.
5. Type your e-mail address in the **E-mail address** box.
6. Select your language in the **Preferred language** box.
7. Select or clear the **Yes, I want to receive communication...** check box to specify whether or not you want to receive e-mail notifications about software updates, product enhancements, and price discount opportunities.
8. Click **Register Drive** to register your drive.

Setting the Drive Sleep Timer

The drive sleep timer turns off the power to your drive after a certain period of inactivity to conserve power and minimize long-term wear on the drive.

To specify the inactivity period for the sleep timer:

1. On the Drive Settings screen (see Figure 13 on page 27), click **Sleep Timer** to display the Set Sleep Timer dialog:

2. In the **Turn off Drive** box, select the inactivity time interval at which you want to turn off the drive.
3. Click **Set Timer** to save and implement your sleep timer selection.

Erasing Your Drive

CAUTION! Erasing your drive permanently deletes all of the data on your drive. Always make sure that you no longer need any of the data on your drive before erasing the drive.

To erase your drive:

1. On the Drive Settings screen (see Figure 13 on page 27), click **Drive Erase** to display the Erase Drive dialog:

2. Read the warning about the loss of data if you erase your drive.
3. Click the **I understand** check box to signify that you accept the risk.
4. Click **Drive Erase** to erase your drive.

Note: Erasing your drive removes your password. If you used a password to protect your drive, you will need to do it again after erasing the drive. (See “Password Protecting Your Drive” on page 26.)

Updating Your Software

Clicking the **Update Software** button on the WD SmartWare Home screen checks for an updated version of your WD SmartWare software. Then, if an update is available, your Internet connection opens the Downloads page of the Western Digital Service & Support website.

To update your software:

1. Click the **Home** tab to display the Home screen (see Figure 5 on page 11).
2. Note the version of the WD SmartWare software that is installed on your computer, shown in the **WD Online** box.
3. Click **Update Software**.

Appearance of . . .	Means that your WD SmartWare software is . . .
A **No updates available** message,	Current.
An Internet connection to the **Downloads** page of the Western Digital Service & Support website,	Out of date. Proceed to step 4.

4. Follow the instructions for downloading and installing the newest version for your operating system.After the installation completes, note the new version shown in the **WD Online** box.

Uninstalling the WD SmartWare Software

1. Double-click the WD SmartWare virtual CD on the desktop or **WD SmartWare** in the Applications list.
2. Click the extras folder and then the WD SmartWare Uninstaller folder.
3. Double-click the WD SmartWare Uninstaller icon to display a Western Digital pop-up screen.

5. Click **Remove**.

7

Checking Drive Health

The data files on your My Passport drive are important to you. The WD SmartWare software has several built-in diagnostic tools to help make sure that your drive is performing well. Run one of the following tests if you are concerned that your drive is not operating properly:

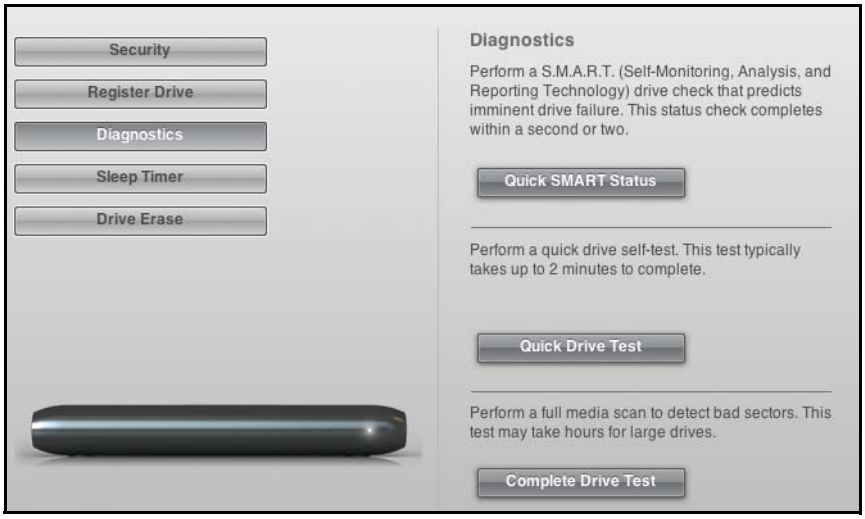
Diagnostic Tool	Description
Quick S.M.A.R.T. Status Check	S.M.A.R.T. is a failure-prediction function that continuously monitors key internal performance attributes of the drive. A detected increase in drive temperature, noise, or read/write errors, for example, can provide an indication that the drive might be approaching a serious failure condition. With advanced warning, you could take precautionary measures, like moving your data to another drive, before a failure occurs. The result of a quick S.M.A.R.T. status check is a pass or fail evaluation of the drive's condition.
Quick Drive Test	Your My Passport drive has a built-in Data Lifeguard diagnostic utility that tests the drive for error conditions. The quick drive test checks the drive for major performance problems. The result of a quick drive test is a pass or fail evaluation of the drive's condition.
Complete Drive Test	The most comprehensive drive diagnostic is the complete drive test. It methodically tests each and every sector for error conditions, and inserts bad-sector markers as required.

The best time to run the drive diagnostics and status checks is on a regular basis, before you encounter any problems with your drive. And, because they are so fast, running the quick S.M.A.R.T. status check and the quick drive test provides a high level of assurance with minimal inconvenience.

Run all three whenever you encounter disk error conditions when backing up or retrieving files.

To run drive diagnostics and status checks:

1. On the Drive Settings screen (see Figure 13 on page 27), click **Diagnostics** to display the Diagnostics dialog:


Security
Register Drive
Diagnostics
Sleep Timer
Drive Erase
Diagnostics
Perform a S.M.A.R.T. (Self-Monitoring, Analysis, and Reporting Technology) drive check that predicts imminent drive failure. This status check completes within a second or two.
Quick SMART Status
Perform a quick drive self-test. This test typically takes up to 2 minutes to complete.
Quick Drive Test
Perform a full media scan to detect bad sectors. This test may take hours for large drives.
Complete Drive Test

2. Click the button for the test that you want to run:
   - **Quick SMART Status**
   - **Quick Drive Test**
   - **Complete Drive Test**

8

Using the Drive with Windows

The My Passport drive that you purchased is preformatted as a single HFS+J partition for compatibility with Mac OS X operating systems. If desired, you can reformat it to NTFS for compatibility with Windows operating systems. (You can also reformat a Windows drive to HFS+J.)

This chapter includes the following topics:

Reformatting the Drive
Installing on Windows XP
Installing on Windows Vista/Windows 7
Managing the Drive on Windows
Launching WD SmartWare Software
Checking Status and Temperature
Monitoring Icon Alerts
Disconnecting the Drive Safely
Uninstalling the WD SmartWare Software

Reformatting the Drive

CAUTION! Reformatting the drive erases all its contents. If you have already saved files on the drive, be sure to back them up before reformatting it.

Go to *support.wdc.com*. Refer to Knowledge Base Answer ID 3645 for formatting a Mac to the NTFS file system for use on Windows XP and ID 3647 for formatting it for Windows Vista. (Refer to Knowledge Base Answer ID 3322 for reformatting the drive to NTFS format.) See “Troubleshooting” on page 52 for more information about reformatting a drive.

If you reformat your drive for use with Windows, follow the procedures below.

Installing on Windows XP

1. After you physically connect the drive as shown in Figure 1 and Figure 2, the Found New Hardware Wizard screen displays. Click **Cancel** to bypass the wizard. The WD SmartWare software will install the appropriate driver for this drive.

Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission).
Read our privacy policy
Can Windows connect to Windows Update to search for software?
Yes, this time only
Yes, now and every time I connect a device
No, not this time
Click Next to continue.
< Back
Next >
Cancel

Figure 14. Found New Hardware Wizard

2. If Autorun (AutoPlay) is disabled on your computer, install the software manually:
   a. Open My Computer.
   b. Double-click the WD SmartWare virtual CD, which is listed under Devices with Removable Storage.

Note: WD SmartWare software is provided in the form of a virtual CD (VCD) drive on your My Passport drive. The VCD displays on your desktop and behaves just like a physical CD. To view the contents of the VCD, such as the documentation and some extra programs, right-click and select **Open**.

The Welcome to WD SmartWare screen displays. If a Flash Player is installed on your computer, the screen is animated.

c. Continue to “Getting Started With WD SmartWare Software” on page 9.

Installing on Windows Vista/Windows 7

After the drive is physically connected, depending on your computer setup, two or three screens may pop up.

1. If Autorun (AutoPlay) is enabled on your computer:

a. On the Found New Hardware screen, click **Cancel**.

Found New Hardware
Windows needs to install driver software for your WD SES Device USB Device
Locate and install driver software (recommended)
Windows will guide you through the process of installing driver software for your device.
Ask me again later
Windows will ask again the next time you plug in your device or log on.
Don't show this message again for this device
Your device will not function until you install driver software.
Cancel

Figure 15. Found New Hardware Screen

b. In the AutoPlay screen, click the **Run WDSmartWare.exe** button:

Figure 16. AutoPlay Screen

The Welcome to WD SmartWare screen displays. If a Flash Player is installed on your computer, the screen is animated.

c. Continue to “Getting Started With WD SmartWare Software” on page 9.

2. If Autorun (AutoPlay) is disabled on your computer:

a. If the Found New Hardware screen (Figure 15 on page 47) appears, click **Cancel**.

The WD SmartWare virtual CD drive is listed under Devices with Removable Storage.

b. Double-click the WD SmartWare virtual CD.

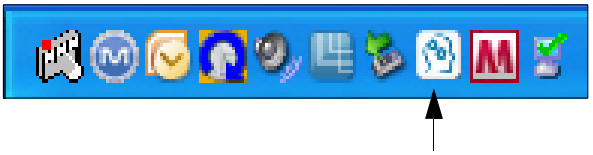
Note: WD SmartWare software is provided in the form of a virtual CD (VCD) drive on your My Passport drive. The VCD displays on your desktop and behaves just like a physical CD. To view the contents of the VCD, such as the documentation and some extra programs, right-click and select **Open**.

The Welcome to WD SmartWare screen displays. If a Flash Player is installed on your computer, the screen is animated.

3. Continue to ""Getting Started With WD SmartWare Software" on page 9".

Managing the Drive on Windows

Once you have installed the WD SmartWare software (see "Getting Started With WD SmartWare Software" on page 9), the WD SmartWare icon displays in the Windows task bar.



Clicking the icon enables you to perform the following actions:

- Launch the WD SmartWare software
- Check the status and temperature of the drive
- Safely disconnect the drive
- Monitor alerts

The sections below describe how to use the icon and alternative methods to perform these actions, as well as how to unlock the My Passport for Mac drive using the virtual CD on the desktop.

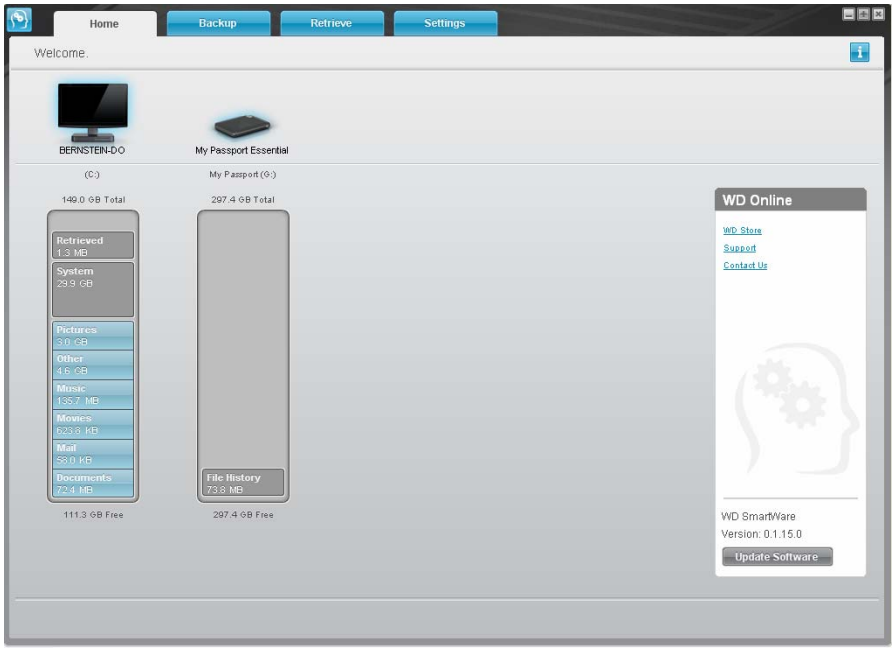
Launching WD SmartWare Software

If the WD SmartWare software is running in the background, you can launch it in the following ways:

- Click **Start > (All) Programs > WD SmartWare > WD SmartWare**.
- Double-click the WD SmartWare icon in the task bar.

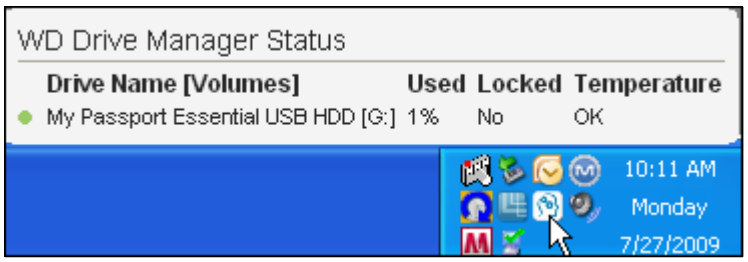
Note: You can also right-click or left-click the WD SmartWare icon in the task bar and select **WD SmartWare**.

The WD SmartWare Home screen displays.



Checking Status and Temperature

Mouse over the WD SmartWare icon in the system tray to display the information:



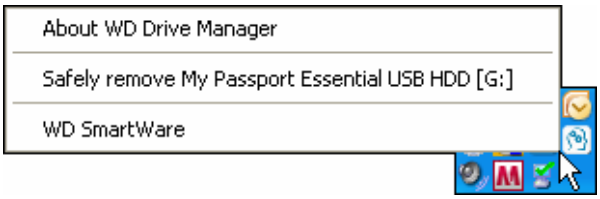
Monitoring Icon Alerts

- If the WD SmartWare icon flashes green and white, the drive may be locked or else it is in a format that the WD SmartWare software does not understand (non-Windows format in a Windows environment).
- If the WD SmartWare icon flashes red and white, the drive may be overheated. Power down the drive and let it cool for 60 minutes. Power it back on, and if the problem persists, contact WD Support.

Disconnecting the Drive Safely

CAUTION! To prevent data loss, close all active windows and applications before shutting down or removing the drive.

1. Right-click the WD SmartWare icon in the system tray, and then click **Safely remove My Passport for Mac USB HDD.** You may hear the drive power down as the Power LED flashes.



Wait for the LED to turn off before disconnecting the drive from the system.

Uninstalling the WD SmartWare Software

Use your operating system's Add or Remove Programs function to uninstall the WD SmartWare software from your computer.

Important: You can easily uninstall the software. However, you will need to restart the Run Backup backup job manually after reinstalling the software as uninstalling deletes all existing backup job configurations. (See "Backing Up Your Computer Files" on page 13.) Uninstalling also duplicates all of the backup files on the drive. You may want to delete the duplicates.

Windows XP

1. Click **Start > Control Panel**.
2. Double-click **Add or Remove Programs**.
3. Select **WD SmartWare** and click **Remove**.
4. Click **Yes** at the **Are you sure...** prompt.

Windows Vista or Windows 7

1. Click **Start > Control Panel**.
2. Double-click **Programs and Features**.
3. Click **WD SmartWare** or the WD SmartWare icon and click **Uninstall/Change** at the top of the screen.
4. Click **Yes** at the **Do you wish to proceed...** prompt.

9 Troubleshooting

If you have problems installing or using this product, refer to this troubleshooting section or visit our support Web site at *support.wdc.com* and search our knowledge base for more help.

This chapter includes the following topics:

Installing, Partitioning, and Formatting the Drive
Frequently Asked Questions

Installing, Partitioning, and Formatting the Drive

How to	Answer ID
▪ install, partition, and format the drive in Windows XP and Vista	207, 3322
▪ install, partition, and format the drive to Mac OS X 10.4.11 and 10.5+	287, 3323
▪ reformat from Mac GPT to Windows XP NTFS	3645
▪ reformat the drive from Mac GPT to Windows Vista NTFS format	3647
▪ obtain and reinstall the original software included with this product	1425
▪ format the drive to the FAT32 file system*	1364
▪ use the drive on a Mac and a PC simultaneously	291

**The FAT32 file system has a maximum individual file size of 4 GB and cannot create partitions larger than 32 GB in Windows; however, Windows users can overcome these file size limitations by formatting the drive to NTFS using the Disk Management utility. See answer ID 1287 at support.wdc.com and article IDs 314463 and 184006 at support.microsoft.com for further details. To create partitions larger than 32 GB in FAT32 when reformatting the drive, download the External USB/FireWire FAT32 Formatting Utility from support.wdc.com/download.*

Frequently Asked Questions

Q: *Why does the drive not power up?*

A: Be sure the drive is plugged in to a power source. A special cable may be needed for computers with limited bus power. For more information in the U.S., visit our Web site at *store.westerndigital.com*. Outside the U.S., contact WD Technical Support in your region.

Q: *Why is the drive not recognized under My Computer or on the computer desktop?*

A: If your system has a USB 2.0 PCI adapter card, be sure that its drivers are installed before connecting your WD USB 2.0 external storage product. The drive is not recognized correctly unless USB 2.0 root hub and host controller drivers are installed. Contact the adapter card manufacturer for installation procedures.

Q: *Why won't my computer boot when I connect my USB drive to the computer before booting?*

A: Depending on your system configuration, your computer may attempt to boot from your WD portable USB drive. Refer to your system's motherboard BIOS setting documentation to disable this feature or visit *support.wdc.com* and see Knowledge Base answer ID 1201. For more information about booting from external drives, refer to your system documentation or contact your system manufacturer.

Q: *Why is the data transfer rate slow?*

A: Your system may be operating at USB 1.1 speeds due to an incorrect driver installation of the USB 2.0 adapter card or a system that does not support USB 2.0.

Q: *How do I determine whether or not my system supports USB 2.0?*

A: Refer to your USB card documentation or contact your USB card manufacturer.

Note: If your USB 2.0 controller is built in to the system motherboard, be sure to install the appropriate chipset support for your motherboard. Refer to your motherboard or system manual for more information.

Q: *What happens when a USB 2.0 device is plugged into a USB 1.1 port or hub?*

A: USB 2.0 is backward-compatible with USB 1.1. When connected to a USB 1.1 port or hub, a USB 2.0 device operates at the USB 1.1 full speed of up to 12 Mbps.
If your system includes a PCI slot, you can achieve Hi-Speed USB transfer rates by installing a USB 2.0 PCI adapter card. Contact the card manufacturer for installation procedures and more information.

Appendix

This appendix includes the following topics:

Regulatory Compliance
Environmental Compliance (China)
Warranty Information

Regulatory Compliance

FCC Class B Information

This device has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This unit generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

Any changes or modifications not expressly approved by WD could void the user's authority to operate this equipment.

ICES-003/NMB-003 Statement

Cet appareil numérique de la classe B est conforme à la norme ICES-003 du Canada.

This device complies with Canadian ICES-003 Class B.

Safety Compliance

Approved for US and Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Safety of Information Technology Equipment.

Approuvé pour les Etats-Unis et le Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Sûreté d'équipement de technologie de l'information.

CE Compliance For Europe

Marking by the CE symbol indicates compliance of this system to the applicable Council Directives of the European Union, including the EMC Directive (2004/108/EC) and the Low Voltage Directive (2006/95/EC). A "Declaration of Conformity" in accordance with the applicable directives has been made and is on file at Western Digital Europe.

KCC Notice (Republic of Korea only)

기종별	사용자 안내문
B급 기기 (가정용 정보통신기기)	이 기기는 가정용으로 전자파적합충족을 한 기기로서 주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

Class B Device 1 Please note that this device has been approved for non-business purposes and may be used in any environment, including residential areas.

Environmental Compliance (China)

部件名称	有毒有害物质或元素					
	铅 **(Pb)**	汞 **(Hg)**	镉 **(Cd)**	六价铬 **(Cr (VI))**	多溴联苯 **(PBB)**	多溴二苯醚 **(PBDE)**
防震支架 (L1, L2, R1, R2)	O	O	O	O	O	O
橡皮脚垫 (4 片)	O	O	O	O	O	O
机箱外皮壳与镜片	O	O	O	O	O	O
机箱贝壳	O	O	O	O	O	O
硬碟/电路板组合	X	O	O	O	O	O
迷你 USB 缆线	O	O	O	O	O	O

O: 代表此种部件所用的均质材料中所含的该种有毒有害物质均低于 SJ/T 11363-2006 规定的限量。
X: 代表此种部件所用的均质材料中所含的该种有毒有害物质均高于 SJ/T 11363-2006 规定的限量。
(在此表中，企业可能需要根据实际情况对标记"X"的项目进行进一步的技术性解释。)

Warranty Information

Obtaining Service

WD values your business and always attempts to provide you the very best of service. If this Product requires maintenance, either contact the dealer from whom you originally purchased the Product or visit our product support website at *support.wdc.com* for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided on your return paperwork. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via *support.wdc.com*. WD shall have no liability for lost data regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.

Limited Warranty

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